



XA IZIKHALAZO ZISIBA YINDLELA ENTLE YOKUSEBENZA

Inkqubo efanelekileyo yokukhawulelana nezikhalazo ingasetyenziswa
ukusombulula iingxaki ngokusebenzayo ngaphandle kokufaka
ubudlelwane ebungozini.



EZI ZILANDELAYO ZIZIXHOBO EZIBALULEKILEYO EMAZIMILISELWE UKUQINISEKISA INDAWO YEMPANGELO ENOLONWABO:



Unxibelelwano Olusebenzayo

Unxibelelwano yinkqubo ekuthi kutshintshiselwane ngayo ngeengcinga, iimvakalelo kunye/okanye ingcaciso. Ingcaciso ithunyelwa ize ifunyanwe ngokuthetha, ukumamela nokubhala. Oku kuquka unxibelelwano olungokusebenzisa amagama nolungasebenzisi magama (Ukuthetha ngamalungu omzimba, ithoni, izibonakaliso) kwakunye nonxibelelwano ngeeselula (kumaqonga onxibelelwano, nge-imeyile, nangokutsalelana iminxeba njl njl). **Khumbula:**

- Ukuthetha ngokucacileyo
- Ukuphepha ukuthetha ngokukhawuleza kakhulu
- Ukuqinisekisa ukuqondana
- Ukunciphisa ukuthetha okungeyomfuneko
- Ukulungisa usetyenziso lokuthetha ngokungasebenzisi magama
- Ukubuza ukuba awuqondi kakuhle
- Ukumamela ngononophelo nangomdla
- Ukungaphazamisi
- Ukuba nesimo sengqondo esihle
- Ukuba nesimo sengqondo esingagwebiyo
- Ukuphepha ukucingela



Ukumamela Okusebenzayo

Xa sinxibelelana nabanye abantu, sivamise ukunika ingqwalasela koko kufuneka sikuthethile. Noko kunjalo, unxibelelwano olusebenzayo lumalunga nokumamela ngaphezu kokuba malunga nokuthetha. Ukumamela akuthethi ukuqonda amagama nengcaciso ethethwayo nje kuphela, kodwa kuthetha nokuqonda iimvakalelo azama ukuziveza lowo uthethayo. **Khumbula:**

- Ukumjonga umntu uze umthi ntsho ngamehlo
- Ukunika isihoyo kodwa ube ukhululekile
- Ukubonakalisa ukuba umamele
- Ukuba nengqondo ezimiseleyo ukumamela izimvo zabanye malunga nengcaciso nencoko leyo
- Ukumamela amagama uze uzame ukuvisisa
- Ukuba ungaphazamisi okanye wongeze ezakho “izisombululo”
- Ukulinda umtyhi ngaphambi kokuba ubuze imibuzo
- Ukubuza imibuzo nje ukuze uqiniseke ukuba uyavisisa
- Ukuzama ukuva loo mvakalelo iviwa sisithethi eso
- Ukunika ingxelo engezimvo zakho rhoqo
- Ukunika ingqwalasela kunxibelelwano olungokusebenzisa amalungu omzimba



Ulawulo Lwempixano Olusebenzayo

Limeko zempixano zenzeka xa kukho iiyantlukwano phakathi kweenqobo, iimfuno imidla neenjongo zabantu. Impixano idaliwe kwaye iqhelekile. Apho kukho abantu, ibakho impixano. Noko kunjalo, kubalulekile ukukhawulelana nempixano ngendlela esebenzayo. **Khumbula:**

- Ukunika ingqalelo iziphumo ezihle
- Ukuqinisekisa ukuba uyavisisa
- Ukusebenzisa imiyalezo eno“MNA” endaweni yaleyo ino“WENA”
- Ukusebenza ngomxholo omnye ngexesha kwaye uhlale usemxholweni
- Ukukhetha ixesha elihle
- Ukulawula iimvakalelo zakho uze uphephe ubundlongo-ndlongo
- Ukungathatheli abanye abantu izigqibo
- Ukumamela ngononophelo
- Ukulibala ngokwenzeke kwixesha elidlulileyo
- Ukuthathela ingqalelo oko akuthethayo umntu lowo
- Ukuzimisela ukufikelela kwisivumelwano esibandakanya ukuncama izinto ezithile
- Ukuba nobuchule ekusombululeni iingxaki



Uphuhliso Lokuthembana

Ukuba siyathembana, sinako ukuba nesimo sengqondo ezimiseleyo ukumamela izimvo zabanye. Ukuthembana kwindawo yempangelo kudala imvakalelo yokuvisisana nokuzimisela ukumamelana. Xa ukuthembana kungekho, oko kungakhokelela kwimeko yokungavisisani nempixano.

Yintoni onokuyenza ukuze wakhe ukuthembana kwindawo yempangelo?

- Chitha ixesha ekuthetha-thethaneni
- Bonakalisa inkathalo ngokunika ingqalelo kunxibelelwano lwakho ngokusebenzisa amalungu omzimba nesimo sengqondo yakho
- Gcina ingqondo yakho izimisele ukumamela izimvo zabanye kwaye umamele ngononophelo
- Kuphephe ukucingela



Inkqubo Yokukhawulelana Nezikhalazo

Isikhalazo yinkxalabo evezwa ngumsebenzi nejoliswa kumqeshi / kumphathi / kugxa emsebenzini kwaye ingaba yemiselekileyo okanye ibe yengamiselekanga. Izikhalazo zingaphakanyiswa ngumntu omnye okanye liqela. Inkqubo yokukhawulelana nezikhalazo ingabonwa njengenqwelo yokukhawulelana nemiba ngokusebenzayo nangokonga ixesha ukuze kuqinisekiswa iziphumo ezihle kuye wonke umntu obandakanyekayo.

Amabakala abalulekileyo emawakhunjulwe:

- Ulonwabo kwindawo yempangelo luluxanduva lomntu wonke
- Izikhalazo yinto ebalulekileyo kwindawo yempangelo
- Musa ukoyika ukuyisebenzisa le nkqubo – wonke umsebenzi unalo ilungelo lokuveza isikhalazo
- Eyona njongo ingundoqo yenkqubo yokukhawulelana nezikhalazo kukufumana izisombululo
- Inkqubo yokukhawulelana nezikhalazo ithintela ukuphuhla kokungavumelani okungephi ukuze kube ziingxabano ezinobuzaza
- Ubumfihlo bubaluleke kakhulu
- Inkqubo yokukhawulelana nezikhalazo ingenziwa ngokungamiselekanga (ngengxoxo) okanye ngokumiselekileyo (ngokubhalwe phantsi).
- Xa uphakamisa isikhalazo, bonelela ngengcaciso egcweleyo (ubani, intoni, nini, phi kwaye njani)
- Yazi apho mawungenise okanye uxele khona isikhalazo ngokomgaqo-nkqubo (buza ukuba awuqinisekanga)
- Ingxelo engezimvo kufuneka kubonelelwe ngayo ngokwesithintelo sexesha elimiselweyo kumgaqo-nkqubo wefama

Imizekelo yezikhalazo ingaquka ubundlobongela okanye impatho-gadalala esekelwe kwisini, uxhatshazo ngamagama, uxhatshazo ngokomzimba, ukungcolisana amagama, ukuxhatshazwa endaweni yempangelo njl. njl.

PROCARE
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**Ngolwazi oluthe kratya
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