

PREVIEW GUIDE



Start Right...Stay Right: Orientation Basics

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START RIGHT ... STAY RIGHT

ORIENTATION BASICS

LEADER'S GUIDE

Leader's Guide Materials prepared by
SkillBuilders, Inc.

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START RIGHT...STAY RIGHT TRAINING DESIGNS

This **Start Right ... Stay Right: Orientation Basics** workshop covers 24 key topics organized into four units:

Unit	Topics
1. You and Your Mindset	<ul style="list-style-type: none"> Take responsibility for yourself Keep learning Look your best Be patient Be appreciative Think health and safety
2. You and Your Co-workers	<ul style="list-style-type: none"> Contribute to others' success Be a team player Be considerate of others Give and earn respect No whining!
3. You and Your Supervisor or Manager	<ul style="list-style-type: none"> Volunteer—and show some initiative Exceed expectations Keep your commitments Ask for feedback Keep the boss informed Focus on the Big 2
4. You and the Organization	<ul style="list-style-type: none"> Put customers first Follow the rules Work the hours you're paid for Accept and adapt to change Embrace diversity Act like an owner Perform with ethics and integrity

By selecting topics and building discussion and activities around them, you can create a customized training program—long or short—to meet your specific needs or opportunities.

KEEP YOUR COMMITMENTS

TOPIC INTRODUCTION (2 MINUTES)

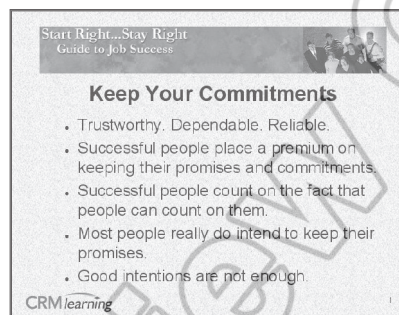
Make a brief comment about keeping your commitments at work. Put the topic in context with ongoing organizational programs, other training and current issues affecting the organization.

Introduction



SHOW SLIDE #6

Keep Your Commitments



SAY

Trustworthy. Dependable. Reliable. Do those words describe you? The answer to each of those questions needs to be a resounding “yes.”

Most successful people place a premium on keeping their promises and commitments. If they say they’ll do something—they DO it.

Successful people count on the fact that people can count on them. And they understand that statements like “I meant to” and “I haven’t forgotten” all translate the same way: I just didn’t do it!

Most people really do intend to keep their promises, but good intentions alone won’t take you very far. You get no points for them. Points come only when you deliver.

So don’t make promises lightly, and don’t make ones you can’t (or really don’t intend) to keep.

Quick Chat

ASK

In the context of daily life here at (your organization), what do we mean by Keeping Your Commitments?

Debrief Video (2 MINUTES)

ASK

Remember the video clip where Ken didn't complete a report because "other stuff came up"?

- **How could Ken have handled the situation better?**
- **How common is it that people don't keep their commitments?**
- **What can you or others do to do a better job at keeping commitments?**
- **How are people held accountable for keeping their commitments?**

Most people have good intentions when they start a task. But intentions alone won't get you very far. It's when you deliver that you make a difference.

ACTIVITY I: KEEPING MY COMMITMENTS (10 MINUTES)

SAY

Everyone has major commitments in their lives, smaller, daily commitments, and everything in between.

Maybe you're pretty good at keeping the big commitments, but don't think the little ones matter quite as much. Well, they all matter; missing a small commitment can mean as much to a co-worker or manager as missing a big one.



WORKSHEET

Refer participants to Worksheet I for this topic.

ASK / INSTRUCT

How do you rate on keeping commitments at work?

- 1. Use Column 1 to list the main tasks you have.**
- 2. In Column 2, list the commitments you make to others for each of these tasks.**
- 3. In Column 3, list steps you can take to be even more consistent about meeting your commitments. These steps may involve more frequent contacts, better time management, setting aside blocks of time for each activity, etc.**

Let's look at a few examples, and then fill in the form for your own commitments.

ASK

What are some commitments you typically make to others?

What are the steps you can take to get even better at meeting those commitments?

SAY

Now that you have an idea what we're looking for, take 2-3 minutes to fill in the table on Worksheet 1 on your own.

Debrief Activity 1

ASK

What gets in your way of keeping commitments? How does it feel when you can't keep your commitments? And, what should you do when you know you are going to miss a deadline?

CLOSING (1 MINUTE)

SAY

If your job is a priority, keep your commitments and you'll be successful.

It's really as simple as treating others as you want to be treated. Be there for your co-workers and they will be there for you.



READ SLIDE #7

Keep Your Commitments

Start Right...Stay Right
Guide to Job Success

Keep Your Commitments

- Successful people keep their promises and commitments.
- All commitments matter.
- Don't make promises you can't keep.
- Delivering makes the difference.
- If you can't keep a commitment, take responsibility for it and set things right.

CRM learning

3

SAY

When you make commitments, do whatever it takes to make good on them. Other people are expecting you to keep your word—and your reputation is depending on it.

Close Topic Session

ASK for questions or comments.

THANK the participants for their attention and participation.

If you are continuing with another topic, turn to that topic in this Leader's Guide and follow the design.

KEEP YOUR COMMITMENTS

WORKSHEET I



Review this Worksheet with your supervisor when you have completed it.

Keeping My Commitments

How do you rate on keeping commitments at work?

- Use Column 1 to list the main tasks you have.
- In Column 2, list the commitments you make to others for each of these tasks.
- In Column 3, list steps you can take to be even more consistent about meeting your commitments. These steps could involve more frequent contacts, better time management, setting aside blocks of time for each activity, etc.

My Main Tasks	My Commitments	Getting Better
Example: Return phone calls and emails promptly	Return calls by end of the day.	Return calls within 2 hours.
	Reply to emails within 24 hours.	Reply immediately—even if just to confirm receipt of the email.

Background Information

Start Right...Stay Right: Orientation Basics is a modified version of our comprehensive *Start Right...Stay Right* program. It is simply a video with a friendly host who leads viewers through vignettes demonstrating 24 success behaviors.

The video is divided into four sections: *You and Your Mindset*, *You and Your Co-Workers*, *You and Your Manager or Supervisor*, and *You and The Organization*. Each section runs about 10 minutes long. The segments can be watched back-to-back in one sitting or can be viewed in sections.

Materials Included With ***Start Right...Stay Right: Orientation Basics***

The workshop is designed to be facilitated one unit at a time (there are 4 units) and includes one training design for each of the 24 topics. The workshop kit includes all the materials you'll need to run the program:

- ◆ The ***chaptered DVD*** of *Start Right...Stay Right: Orientation Basics* includes 24 video segments broken into 4 chapters to illustrate each of the workshop's topics. The video clips range in length from 20 seconds to 2 minutes. The DVD is closed-captioned.
- ◆ The ***Leader's Guide*** provides a facilitator script with the flexibility to cover one whole unit at a time, or one topic at a time. It includes step-by-step instructions for introducing activities, leading discussions, and making transitions between the video, discussions, PowerPoint slides and exercises.
- ◆ The ***PowerPoint® presentations*** contained on a ***CD-ROM*** can be used to highlight key content and discussion points for each of the 4 units' facilitation scripts.
- ◆ The ***Start Right...Stay Right handbook*** will provide valuable content back-up and support for participants.

Program Information and Pricing

Purchase Price: \$649.00

Rental Price: \$225.00

Preview Price: Free

Video running time: 40 minutes

Materials included with purchase: chaptered DVD, Leader's Guide, PowerPoint Presentation on CD-ROM, 1 copy of the softcover book *Start Right...Stay Right*

Quantity Pricing Discounts

Start Right...Stay Right Orientation Basics Program

2 copies	10% off
3-5 copies	15% off
6-10 copies	20% off
11-15 copies	25 % off

Industry discounts may apply; call your Sales Consultant for more information.

Start Right...Stay Right Handbooks

1-99	\$10.95 each
100-499	\$9.95 each

(contents, pricing & discounts subject to change without notice)