

START RIGHT ... STAY RIGHT

ORIENTATION BASICS

LEADER'S GUIDE

Leader's Guide Materials prepared by
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START RIGHT ...STAY RIGHT

ORIENTATION BASICS

In the rush and pressure of their first few days on the job, most employees have little opportunity to learn how to relate to their new work environment on anything more than a functional basis—procedures, rules, facilities, benefits, etc.

And most organizations have few resources to invest in going beyond these basics, again due to the pressure of the daily workload and the need to move on to the next requirement after each new hire is completed.

Limited Time Available

Typical HR New Employee Orientation (NEO) sessions focus on logistics and housekeeping, rather than “how to succeed in business.” There is little time in most NEO sessions for content that goes beyond broad organizational policy, basic benefits information, required safety procedures, etc.

The “how to succeed” information not covered in the typical NEO session is the focus of CRM Learning’s ***Start Right ... Stay Right: Orientation Basics*** program.

Why Use this Program?

With many NEO programs, there is little opportunity to talk about the issue of attitude and its crucial relationship to the employee’s work, as employees are quickly immersed in day-to-day departmental activities. That’s where ***Start Right ... Stay Right: Orientation Basics*** can help, with its focus on the important background skill area of attitude.

To meet this need, ***Start Right ... Stay Right: Orientation Basics*** offers a way for a new employee and their supervisor to open a dialogue about the department and organization’s culture and expectations, and about the new employee’s developmental path. It also helps the supervisor stay connected with the orientation process in a consistent and comprehensive manner, while requiring a minimum amount of time.

Workshop Features

The key feature of CRM Learning's **Start Right ... Stay Right: Orientation Basics** workshop is its emphasis on connecting the workshop topics to an employee's daily efforts on the job.

- Each **Start Right... Stay Right** topic is covered by video, discussion questions, and activities.
- The materials include a framework for ongoing dialogue with the supervisor, providing valuable employee contact opportunities.

Workshop Objectives

The 24 topics in the **Start Right ... Stay Right: Orientation Basics** workshop are organized in four units. Each unit has a high-level objective:

You and Your Mindset	Develop the type of mindset to succeed at this organization by taking responsibility, continuing to learn, looking your best, being patient with others, appreciating opportunity, and staying healthy and safe.
You and Your Co-workers	Build a relationship with your co-workers by contributing to their success, being a team player, being considerate of others, giving and earning respect, and avoiding negative behavior.
You and Your Supervisor or Manager	Support your supervisor or manager by volunteering for tasks, exceeding expectations, keeping your commitments, asking for feedback from others, keeping the boss informed, and focusing on ways to improve revenue and reduce costs.
You and the Organization	Build your future with the organization by putting customers first, following the rules, staying focused while on the job, adapting to and accepting change, embracing diversity, acting like an owner, and performing with ethics and integrity.

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.

HOW TO USE *START RIGHT...STAY RIGHT: ORIENTATION BASICS*

Workshop Kit Contents

The *Start Right ... Stay Right: Orientation Basics* workshop kit includes this Leader's Guide, a DVD or VHS tape, 10 copies of Steve Ventura's *Start Right... Stay Right* book and a CD-ROM with PowerPoint slides.

Who should do the training?

The *Start Right... Stay Right* workshop is designed to be facilitated by a department manager or supervisor, allowing them to stay close to their employees and share their ideas for building the department. The materials can also be facilitated by a trainer or other professional from the Human Resources department.

How much time do you have?

You can custom-build a session for the amount of time you have available.

Planning Your Training

Use this Leader's Guide to find appropriate topics for each training session you plan.

Step 1

Planning your *Start Right... Stay Right* workshop begins with defining your group and their training needs. Who are they? How long have they been employed? What immediate and long-term objectives do you have for the training?

Step 2

Review the Summary Table (see page 6), which lists all of the workshop's units and topics. The table includes brief overviews of each topic. Select the topics to include in your workshop or training plan.

Step 3

Turn to the Presentation Scripts that begin on page 14. You'll find more information about each topic, including Discussion Questions (with suggested responses), Activities, and Back at Your Desk assignments.

View the video segments for the topics you've selected and read through the suggested activities.

Step 4

Plan your session:

- Organize the selected topics in the most appropriate sequence.
- Modify the suggested discussion questions and activities to meet your objectives and the time available for training.

Step 5

Run your session!

During the session, participants will use the **Start Right... Stay Right** worksheets to take notes and record their work on the activities and discussion questions for each topic in the session.

Note: Some worksheets are not intended for manager/supervisor review.

SUMMARY TABLE

Use this Summary Table to choose topics for your training program.

Note: For more detailed information about the activities for each topic, refer to the Presentation Scripts that begin on page 14.

Unit 1: You and Your Mindset			
Topic	Page	What do we cover?	Running Time
Take responsibility for yourself	20	You are responsible for how you conduct yourself, treat others, and respond to adversity. You are also responsible for the consequences of your actions.	1:31
Keep learning	28	Keep up with new technology, services and products. Get additional training, and accept new duties and responsibilities that will help you develop and grow.	:38
Look your best	36	Look and dress like a person who takes their job seriously and expects others to take them seriously. Take pride in your appearance.	1:14
Be patient	43	Be patient, understanding, and considerate of those you work with.	1:27
Be appreciative	49	Be grateful for the positive things (people, opportunities, circumstances) around you. Appreciate customers, co-workers and being part of a team.	:50
Think health and safety	55	Stay healthy—you will have more energy and drive, less stress, and lose fewer days due to illness. Safety means knowing the rules...and following them!	1:00

Unit 2: You and Your Co-workers			
Topic	Page	What do we cover?	Running Time
Contribute to others' success	64	If you're looking to get noticed, appreciated and promoted, look for opportunities to contribute to the success of the people around you.	1:04
Be a team player	73	Organizations are teams working towards a common goal. No one person can produce a product or service on their own. Be willing to do whatever is needed to help the group succeed.	:44
Be considerate of others	80	The workplace is a shared environment. Respect others' time and space. Share equipment and resources.	1:20
Give and earn respect	86	Give respect by treating others with dignity, courtesy, and appreciation. Earn respect by being a person of honesty, integrity, and dependability.	1:23
Quit whining!	94	Have a problem with someone? Don't whine—talk it over and ask for their cooperation in finding a solution.	:33

Unit 3: You and Your Supervisor or Manager			
Topic	Page	What do we cover?	Running Time
Volunteer—and show some initiative	103	Volunteering shows you're part of the team. It may mean extra work but it will help you develop, grow, and show what you can do.	1:01
Exceed expectations	111	To be successful, identify what is expected and then exceed those expectations.	1:15
Keep your commitments	118	Be trustworthy, dependable and reliable. Don't make promises lightly, and don't make commitments you can't keep.	:19
Ask for feedback	126	Know your strengths and weaknesses. Periodically ask for feedback and guidance.	1:27
Keep the boss informed	132	Keep managers and everyone who depends on you in the loop on both problems and successes. Find out what they want to know and how often.	1:33
Focus on the Big 2	139	Increase revenue by thinking about what you do and finding ways to do it better. Decrease costs by reducing waste of supplies, services and time.	1:38

Unit 4: You and the Organization			
Topic	Page	What do we cover?	Running Time
Put customers first	147	Everyone has customers, whether inside or outside the company. Find out what you can do to serve them better.	1:04
Follow the rules	154	You are responsible for knowing and following all of the rules. Rules exist for good reasons. If a rule is a problem, try to get it changed, but don't ignore it.	1:21
Work the hours you're paid for	161	Be sensitive to the clock and your commitment to the organization.	:37
Accept and adapt to change	168	Accept change, deal with the consequences, and move on. Remember, there is usually a good reason behind it.	:32
Embrace diversity	177	Appreciate individuals who are different. Without them we wouldn't have the blending of cultures and ideas that bring us new and enriching experiences.	:14
Act like an owner	185	You have a stake in the success of your organization. Act like it's your equipment, money, facility, time and customer—and take care of them as if you're the owner.	1:03
Perform with ethics and integrity	193	THINK before you act. Everything you do must reflect impeccable ethics and integrity. The stakes are high and today's organizations have little tolerance for inappropriate behavior.	:55

WHO SHOULD ATTEND?

CRM Learning's ***Start Right ... Stay Right: Orientation Basics*** workshop is designed for new employees. We also suggest that managers and supervisors complete the program to understand and support the training their employees are going through.

Note: The design of the workshop assumes that all participants are from the same organization.

Workshop material should be presented in a group setting where the responses of others can be shared. We recommend limiting the group to 12–16 participants to promote active discussion of the workshop topics.

PREPARING FOR A SUCCESSFUL PROGRAM

The video, activities, and discussions are structured to give presenters maximum flexibility while exploring the main points of the content.

REVIEW THE MATERIALS

CRM recommends that you review the training design for each topic you are planning to cover to see how the workshop concepts are demonstrated.

Make notes in the Presentation Script about situations in your organization that you can use as examples.

The Workshop kit includes all the materials you'll need to run the program:

- The ***Start Right... Stay Right*** DVD or VHS tape includes all 24 video unit segments, organized by unit.

You have two main options for using the video:

- Showing the full video and then working with some of the training designs.
- Showing the video for a specific unit and then working with the training designs for that unit.

- The Presentation Script for each topic provides step-by-step instructions for introducing activities, leading discussions and making transitions between the video, group discussions, and activities.
- The Worksheets for the selected topic can be found in the back of this Leader's Guide.
- The PowerPoint slides, included on a CD-ROM, can be used to highlight key discussion points in each of the 24 topics.

Know Your Participants

Before the workshop begins, learn as much as you can about the participants, their positions in the organization, their work environments and current departmental priorities or issues.

Get Ready

The Presentation Scripts are designed to take you through the Training Design for each topic step-by-step, with the information you'll need to present a dynamic, well-organized program. Your role is to guide the participants through the activities and discussions to provide them with concrete benefits from the workshop session.

USING THE PRESENTATION SCRIPTS

Each time you present ***Start Right ... Stay Right: Orientation Basics*** you will become more comfortable with the content and format of the training. We recommend that you follow the Presentation Scripts closely your first time through each topic. Then, as you become familiar with the flow of activities, make changes in the presentation to fit your organization and the time available.

The activity headers on the left side of each page in the Presentation Script will help you run the workshop.

**SAY**

Deliver the suggested information in a casual style. Modify the statements as needed to fit your participant group and workshop focus.

**ASK/DISCUSS/INSTRUCT**

Ask the participants the indicated question(s) or pose similar questions. Discuss the material with the group and encourage them to share their opinions, or instruct participants to follow directions, as appropriate.

**SLIDE**

Slide icons indicate when a PowerPoint slide should be used. You may want to print these slides and hand them out to the participants for note taking.

**FLIP CHART**

Write the information on a flip chart or white board. If you are using a white board, ask someone in the group to write down the information before the white board is erased.

**NOTE**

These icons indicate suggestions to help you conduct an activity. These suggestions are not presented to the participants.

**WORKSHEET**

Refer the participants to one of the worksheets to complete an activity.

Running the Activities

The activities in this workshop are designed to help the participants build awareness during and after the training. Urge participants to be both honest and realistic as they complete them.

Workshop Follow-Through

We've all been to training sessions where the energy is high, the progress is tangible, and everyone leaves with new skills and resolve. And we've all seen how the grind of daily activity can quickly take the edge off the new awareness and skills. Planned follow-through is the best way to ensure that the new understanding and motivation gained from this workshop can be maintained, and **Start Right... Stay Right** is designed to promote follow-up contact between managers/supervisors and their employees.

Some **Start Right ... Stay Right: Orientation Basics** Worksheets include Back at your Desk activities that participants are asked to complete after the workshop session and review with their supervisor or manager. Each of these review sessions is a chance for the manager/supervisor to see how the participant is doing, and to coach them on how to further sharpen their skills.

Take advantage of these contact opportunities. They'll help you build the skills of your work team, and also strengthen the rapport and communication that are necessary for any organization to function at a high-performing level.