

▼ SAY

Welcome to Motivating and Managing the Team: The Leader's Role in Team Development.

My name is [NAME], and I am [TITLE/ PROFESSION].

Course Introduction

This workshop is intended to be very interactive. We will be discussing a real life situation and drawing from the experience and knowledge of the people in this room.

Course Logistics

Review logistics with participants including:

- *Anticipated timing of breaks and lunch*
- *Availability of refreshments*
- *Location of rest rooms*
- *Location of phones*
- *Any other relevant logistics*

Workshop Agenda

- Welcome, introductions, learning objectives
- “What Would You Do?”
- Key ideas, tools, techniques, tips
- Discussion
- WAMM?
 - Applying what you learn to your job/life
 - Your commitment and plan





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Timing for
Module :

4 Hours

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There will be five parts to our workshop. They are:

- *My welcome, introductions of each of us, workshop learning objectives.*
- *Introduction to the scenario or story and a discussion of “What Would You Do?”*
- *Presentation of key ideas, tool, techniques and tips for career development.*
- *Discussion of your own career development challenges and possible solutions.*
- *A section entitled “What About Monday Morning?” intended to provide you with an opportunity to think through how you can apply what you learned to your job and your life, as well as a commitment and plan for what you will commit to applying after you leave the workshop.*

Introductions/Objectives

- **Who am I? Who are you?**
- **Your objectives for this workshop**
- **Motivating and Managing Objectives**
 - The “art” of motivating others.
 - How to set effective performance goals.
 - How to provide constructive feedback.
- **Start planning now for WAMM**

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▼ FLIPCHART

Flipchart Instructions:

Introduce yourself and explain how you were chosen/volunteered to be the facilitator for this workshop.

Ask participants to introduce themselves.

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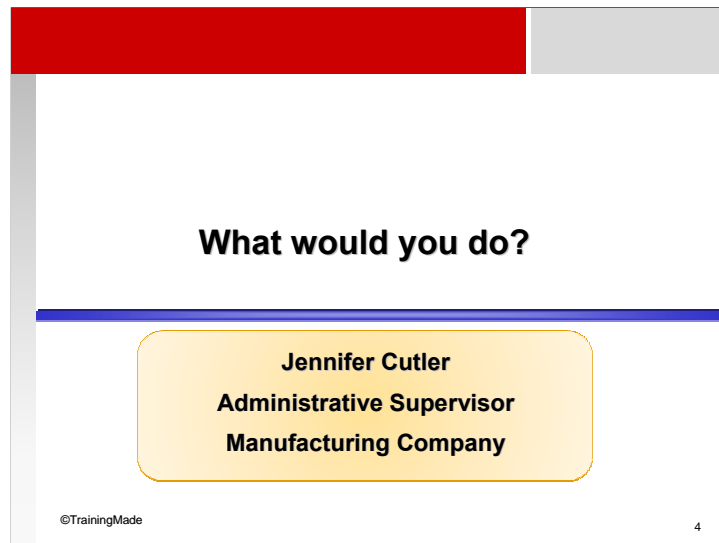
Please tell us the following?

- *Your name*
- *Your role in the organization*
- *Your expectation for this module/what do you hope to learn*

Be sure to document expectations for review at the end of the session.

Review the Module objectives on the slide.

Explain that WAMM means “What About Monday Morning?” It is our way of asking participants to begin thinking, at the beginning of the module and all the way through, what changes will they commit to making after the workshop ends so that the result of attending this session is some type of positive change in the way they think and behave. Explain that training without behavior change back on the job or at home is often just a fun time and an interesting way to spend several hours. This training is meant to be practiced and used back on the job and/or at home.



Ask participants to read the story about Jennifer Cutler, which can be found in the Facilitator Instruction document. Make sure you have printed enough copies for each participant.

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Please jot down three things that you would do if you were Jennifer

Ask one participant to read out his/her three suggestions for Jennifer; ask the group to comment upon these suggestions.

Ask another participant to read out his/her three suggestions for Jennifer and ask how similar or different the suggestions are to the first participant's answers.



▼ DISCUSSION

Discussion Instructions:

Allow the group to discuss the suggestions presented by these participants.

Ask for any other suggestions for Jennifer from anyone.

****DELETE THIS SLIDE WHEN CREATING OVERHEADS/ PROJECTION SLIDES AND PARTICIPANT GUIDE****

This learning topic has additional facilitator notes which are captured on this page in notes view. When creating the participant guide and /or projection slides please save facilitator guide as a new file called Participant guide. Then delete this slide before projecting slides and/or copying participant materials.

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Sample suggestions might include:

- Jennifer needs to have a one on one with Sarah; if she doesn't she will have a problem with her boss or Jill.
- Depending upon how long Jennifer has been there, she should try to get to know Sarah on a personal basis; taking her out to lunch away from the office.
- Before Jennifer meets with Sarah, she might want to ask the VP why he didn't select Sarah and he might tell her some suggestions for what he thinks Sarah needs to improve upon.
- If she has access to performance reviews she could review those.
- Needs to find out if sick days were legitimate; if there are HR issues she needs to deal with them.
- She needs to address the performance that is slipping.
- She needs to let Sarah know what her expectations are.