

Managers Discussion Guide Program

Regularly Develop Your Staff in 20-30 Minutes per Month, with No Prep by You!

The Missing Link in Nearly All Development Efforts

In 30+ years of providing people-development tools, we've noticed a void in nearly all development efforts. The void is any regular discussion about key issues, delivered at the team level. When a manager sees a developmental need, s/he either sends individuals to specific training, or has training delivered to the whole team. These are typically only one-shot trainings, and the individual gets some new ideas and perhaps begins to integrate these into his/her practices.

When we've conducted longer-term, multi-part programs, the results were phenomenal. But most departments don't have the budget to bring in someone on a regular basis to conduct a training or discussion on key ideas. So how could we provide the ongoing conversations that spawned increased awareness—and ultimately behavior shifts—that resulted in improved effectiveness?

That's when the Managers Discussion Guide Program was born. This program, which includes brief, monthly structured Discussion Guides, fits the bill perfectly. They are short—20-30 minute discussions that can easily fit in a staff meeting or brown bag lunch session. They are structured, so the manager doesn't have to create the questions and flow. Even possible staff responses are included, so the manager can prime the pump if the staff is shy about answering.

Each module includes reproducible handout masters to duplicate for the team. And, each month managers get just-in-time training for that month's module via a conference call so they know what to discuss with their group. Since the modules are not designed to be traditional training, the managers need not worry about having all the answers—they are merely leading a discussion with their staff.

This Managers Discussion Guide Program is the perfect solution for long-lasting, ongoing improvement in a manager's staff's awareness and sensitivity to common communication issues. The Managers Discussion Guide Program focuses on key concepts around either internal or external customers or team collaboration.

To Recap, This Program is Two-Pronged:

- 1) Twelve structured discussion guides for manager-led monthly meetings (staff meetings or brown bag lunch discussions). Each guide includes a simple script to follow, including what questions to ask the staff, as well as possible staff responses. The guides are designed to fit into a 20-30 minute time frame. Each module has reproducible handout masters for the staff. There is a preface which covers how to best use the guides, how to lead effective discussions, and how these discussions are different than a training.
- 2) A monthly half-hour conference call training for all subscriber managers, to walk through the month's module before they lead their discussion with their staff. Each month everyone will be discussing the same module. This conference call will be conducted by bestselling author and customer service expert Rebecca Morgan or one of her senior consultants. The subscriber will be emailed the conference call training times and dates and they must register for their preferred one.

The manager attends an initial call to go over the preface before his/her first monthly module conference call training. The preface discusses how to facilitate effective discussions, and other details of the program.

Morgan Seminar Group

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Managers Discussion Guide Program Expected Outcomes:

If the manager attends the conference call briefings and uses the Discussion Guides as designed, s/he can expect an increase in:

- Team cooperation as a result of team members discussing their challenges and successes from common work situations.
- Individuals' positive behavior toward customers and coworkers.
- Team members' sensitivity and awareness with customers and coworkers.
- The manager's communication and connectedness with his/her staff.
- The team's ability to cooperatively problem solve.
- Team members' support of each other.
- The manager's ability to have meaningful discussions with his/her staff, rather than just cursory reports.
- Team members' willingness to proactively head off problems.
- Team loyalty and reduced turnover and absenteeism.

Modules: Customer Service

<i>January</i>	Assessing Your Customer Service Skills and Attitudes
<i>February</i>	How to Not Take Others' Comments Personally
<i>March</i>	Learning From Challenging Customers
<i>April</i>	Salvaging Scrap Time™ to Better Serve Customers
<i>May</i>	Avoiding Common Communication Mistakes Made With Customers
<i>June</i>	Listening to Better Understand Customers
<i>July</i>	Becoming More Resourceful to Better Serve Customers
<i>August</i>	Proposing Improvements to Commonly Shared Team Tools
<i>September</i>	Probing for Important Customer Information
<i>October</i>	Calming Upset Customers
<i>November</i>	Avoiding Common Behavior Mistakes Made With Customers
<i>December</i>	Overcoming Procrastinating Customer Tasks

Team Cooperation

<i>January</i>	Assessing Your Team Cooperation Skills and Attitudes
<i>February</i>	How to Not Take Others' Comments Personally
<i>March</i>	Learning from Challenging Interactions
<i>April</i>	Salvaging Scrap Time™ to Get More Done
<i>May</i>	Avoiding Common Communication Mistakes Made With Coworkers
<i>June</i>	Listening to Better Understand Your Coworkers
<i>July</i>	Becoming More Resourceful to Increase Performance
<i>August</i>	Proposing Improvements to Commonly Shared Team Tools
<i>September</i>	Probing for Important Information
<i>October</i>	Calming Upset Coworkers
<i>November</i>	Avoiding Common Behavior Mistakes Made With Coworkers
<i>December</i>	Overcoming Procrastinating Important Tasks

License/subscription includes:

- An initial briefing to go over the preface and other details of making the program work.
- The right to use the material with the subscriber's immediate team of up to 20 people.
- The right to duplicate the participant materials for the subscriber's immediate team, up to 20 copies.
- The right for the subscriber to attend each month's conference call training, led by bestselling author and workplace effectiveness expert Rebecca Morgan or one of her senior consultants.
- Email support to answer subscribers' questions about leading the discussions or using the material.

Investment:

This is an annual, automatically renewable subscription program. Subscribers can join in any month. Their credit card can be debited annually, quarterly or monthly for the year's subscription. A 1-quarter minimum subscription is required.

Price per subscriber*	
Annual payment	\$1189 (= \$99/mo)
Quarterly payment	\$ 369 (= \$123/mo)
Monthly payment	\$ 150
<i>*Minimum \$1500/month</i>	

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