

IAAPA Attractions **EXPO**

**Motivate, Appreciate,
Communicate, & Connect**

11/13/2007
4:30pm
Room #S330CD



Motivate, Appreciate, Communicate & *Connect*

IAAPA FEC Specialty Track
Tuesday, November 13, 2007

Presenters:

Janet Miller, CEO – Right Track Training & HR, IAAPA

Gail Hahn, MA, CSP, CLL & CEO – Fun*cilitators & Biz Builder Cards

Scott Brown, FEC Operator, Great Service Lives, Inc., IAAPA





Motivate, Appreciate, Communicate & Connect

Purpose:

What are you doing to motivate, appreciate, communicate and connect to the people in your life and in the life of your organization? Most organizational issues aren't with technical proficiency, but with social skills and ability to connect and communicate with others.

- Create a corporate culture by design and not default with these practical tools to invigorate your workforce and improve the quality of life in your workplace to dynamize the delivery of services and create real connections.
- List creative, cost-effective ways to reward, recognize, and revitalize staff to enhance performance and loyalty and improve the working environment.
- Identify different levels of motivation for customers and colleagues.
- Learn how to implement a simple system to generate community involvement and touch the hearts and heads of your internal and external customers through customized mail campaigns.

Resources:

<http://www.iaapa.org/education/Trainingondemand/index.asp>

www.BizBuilderCards.com

www.SendOutCards.com/JanetsCards

www.rttraining.net

www.Funcilitators.com

Janet Miller – 216.226.6926, janet.miller@ameritech.net or

www.iaapaconnectioncards.com

Gail Hahn – 866.Fun.at.Work (386.2896), Gail@Funcilitators.com or

Gail@BizBuilderCards.com

Scott Brown – 440.552.7870, Scott@GreatServiceLives.com

www.GreatServiceLives.com



Understanding Your Culture – Scott Brown

What happened to the good ol' days?

What we expect of our employees today is much different than what was expected in the past – and yet many of us still manage the same way.

“You Can Dream, Design and Create the most Wonderful place in the World, but it takes People to make that Dream a Reality.”

~Walt Disney

The “feel” of a business can predict its relative success with 75% accuracy. Who determines the “feel”? While behaviors can be commanded/dictated - The way people “feel” cannot.

Having an engaged, motivated workforce is something we all strive to achieve. Having employees that take an attitude of ownership and are emotionally connected to your business are a direct reflection of your management style.

Are you always fishing for new employees to fill the void created by disengaged employees? Placing your focus on keeping your employees pays off in all aspects of your business.

Whatever happened to men’s hats?

Who officially ended their reign? Our culture dictated that their not worn anymore. It wasn’t discussed or agreed upon by anyone. Just like the culture of your business. It’s a culmination of everyone’s opinions and everything you do.



Motivate, Appreciate, Communicate & Connect Communicate Training with a Twist - Janet Miller

Experiential Learning Components

- Program Development
- Training Tools
- Games
- Creativity and Theme Design
- Assessment

Training Program Development

- What does your staff NEED TO KNOW?
- What does your staff HAVE TO KNOW?
- What would be NICE for your staff to KNOW?
- How many attendees will you have?
- What are their skill levels and experience?
- What is your budget?

Training Tools of the Trade

- Pocket Portables
- Handbooks
- Role-Playing
- Games

Creativity and Theme Program Design

- Zoo Olympics
- Diversity
- Who Wants to be a Zoo Guru?
- Building the Perfect Zoo

Assessments

Training Program Development Handouts and Checklists are provided for you to evaluate and plan your next program!

Rate Your Employee Orientation Program

Analyzing the Training Assignment

20 Elements of an Orientation Program Worksheet

Orientation – the Disney Way Worksheet

Checklist for Training Sessions

Self Assessment Discussion Worksheet

Janet Miller – How to Build an Employee Orientation Program Step One: Orientation Rate Worksheet

Rate the Orientation Program you experienced when you first started your current job?

Think back to when you started your current job? Read each statement and circle either T (True) or F (False) as it relates to the orientation you received.

- | | | |
|---|---|---|
| 1. I was made to feel welcome. | T | F |
| 2. I was introduced to other members of my work group. | T | F |
| 3. My boss paid attention to me and made me feel welcome | T | F |
| 4. My orientation seemed well planned. | T | F |
| 5. Company benefits were well explained the first day. | T | F |
| 6. My office or work space was set up and waiting for me. | T | F |
| 7. I received a tour of the organization by a qualified person. | T | F |
| 8. All the necessary paperwork and forms were available, and I received assistance in completing them properly. | T | F |
| 9. I received a copy of relevant literature, such as the company's Employee Handbook, Operations Manual, etc. | T | F |
| 10. I learned about the company's history and future plans. | T | F |
| 11. My boss reviewed my formal job description with me. | T | F |
| 12. I was invited to lunch the first day by my boss or a key individual. | T | F |
| 13. I met people from other departments. | T | F |
| 14. I was able to observe colleagues at work before starting a task. | T | F |
| 15. I was given a specific job assignment along with instructions. | T | F |
| 16. Office hours, dress code, sick leave, etc. explained to me. | T | F |
| 17. I was shown how to use the phone system. | T | F |
| 18. I had opportunities to ask questions. | T | F |
| 19. Payroll policies and schedules were covered on my first day. | T | F |
| 20. At the end of the first week I felt like a member of the "team". | T | F |

How did your orientation rate?

18-20 True: Your orientation was outstanding, I hope it was appreciated.

15-17 True: Your orientation was above average. You are in a position to make some improvements.

11-14 True: Unfortunately you received a typical orientation. There is a lot you can do to help your organization with future orientations.

10 or less True: You should be congratulated for sticking it our. Don't let the same thing happen to others.

Janet Miller – How to Build an Employee Orientation Program Step Two: Analyzing the Training Assignment Worksheet

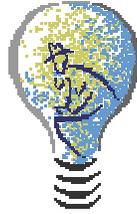
Once you know and understand the basic concepts of the learning process, you are ready to analysis the training assignment. Here you need to observe the procedure as it is being presently done and keep a clear mental picture of each step as you answer the following questions:

1. What is to be taught? As a trainer you should break down the elements of each job into the key points that the employee **MUST** know first, followed by information that they **SHOULD** know and finally information that would be **NICE** to know. It is very important to prioritize so that the most important information is taught first and that the employee knows enough to succeed in the task that you have taught them.
2. Who is to be trained? Is it their first job or are they experienced workers with several years of job experience? Keep in mind that with an experienced employee you will build your training lesson from things that they already know. People learn from what they know to the unknown.
3. How much time? How much time is available for training? In any situation, it is vital for you to set priorities on the use of training time. Your lesson plan should reflect this.
4. What tools will you need to training? Do you have a training checklist? So you have a lesson plan and job specific training program? Are there special aids or examples that need to be developed and used during training?

Janet Miller – How to Build an Employee Orientation Program Step Three: 20 Elements of an Orientation Program Worksheet

1. A warm WELCOME to the organization.
2. Basic information and HISTORY about the organization.
3. Mission, vision, and goals of the organization.
4. Organization chart with NAMES and titles.
5. Outline of programs and SERVICES provided by the organization.
6. Safety information with detailed EMERGENCY procedures.
7. Map of property and TOUR of the facility.
8. A directory of NAMES with phone numbers.
9. Dress code, emergency procedures, how to deal with accidents.
10. BENIFTS and privileges of employment.
11. Break and lunch guidelines - where and when to eat.
12. COMPENSATION details
13. Job DESCRIPTION and work schedule.
14. Training checklist - list of information they will need to know with COMPLETION date.
15. Introduction to co-workers - establish a "buddy system".
16. Performance Appraisal process and DISCIPLINE procedures.
17. Meetings schedule and future coaching times.
18. Key policies and procedures.
19. List of training opportunities and schedule times.
20. Make it FUN!

**Janet Miller – How to Build an Employee Orientation Program
Step Four: Orientation – The Disney Way Worksheet**



The following exercise is the first step in planning any new training program. Please think about the next training program you will be designing. It might be a session on safety or it might be a new employee orientation. You can apply this to any topic. Fill in the sections below regarding what you want to have participants “Know, Feel, and Do” once the program is over... After the participants have been through the program, what do you want the participants to....

KNOW – the information you want in their heads

FEEL – the attitudes you want them to have

DO – the skills and actions you want them to perform

Janet Miller – How to Build a Employee Orientation Program Step Five: Checklist for a Training Session Worksheet

1. Share OBJECTIVES from the beginning.
2. Identify what you want participants to:
 - a. Know
 - b. Feel
 - c. Do
3. Clarify EXPECTATIONS.
4. Participants are in involved in the planning.
 - a. WII-FM - What's In It for Me!
5. Participants are invited to attend.
 - a. MMF-AM Philosophy - Make Me Feel Important - About Me!
6. Create and friendly, LEARNING atmosphere.
7. Divide information into LOGICAL chunks.
8. The room is conducive to learning.
 - a. Environment
 - b. Location
 - c. Setting
9. Maximize AUDIENCE participation.
10. Employees at all levels are encouraged to be involved.
11. Clarify how the employees can apply the information to their circumstances.
12. Offer REPETITION without it being repetitive.
13. Encourage activities that allow introspection without making a judgment.
14. Evaluate, test, track, and monitor the training.
15. Ask: What information can immediately be implemented? Create a Keeper page!
16. Offer RESOURCES for additional information are provided to the participants.
17. After the program create a way to follow-up about what was learned.

**Janet Miller – How to Build an Employee Orientation Program
Self Assessment Discussion Worksheet**

- 1. What specific history about your organization is important to share with new employees?**
- 2. What elements can be added to your next employee orientation?**
- 3. How can returning staff become more involved in the orientation program?**
- 4. What can be done to make training more fun?**

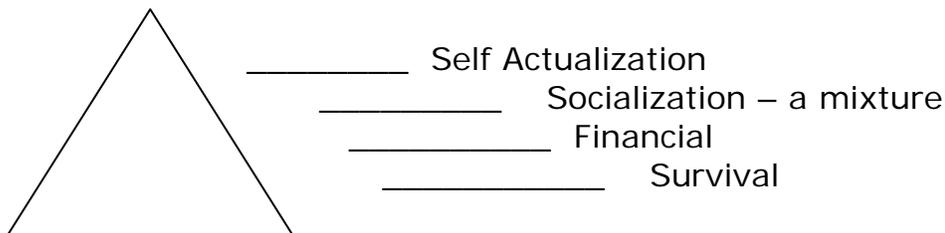


Motivate, Appreciate, Communicate & Connect

Recognize and Connect – Gail Hahn

Why do we do it? What motivates you & your team to carry out the mission?

Motivation comes from needs - Maslow's Hierarchy of needs



Recognition FUNDamentals - what gets rewarded, gets repeated

High 5 - reward, recognize and energize your team

Appreciation wins out over self promotion every single time

What you send out comes back to you many times over

People don't care about how much you know until they know about how much you care – they may forget what you said or what you did, but never how you made them feel

The need to feel appreciated and loved is one of humanities greatest needs
Send Out Cards to fill that need – free gift account to test drive the vehicle for the Law of Attraction

Ideas for recognition:

Internal

External



Motivate, Appreciate, Communicate & Connect

Scott Brown is an author, speaker and FEC operator. Scott's tenure in the FEC business began over 20 years ago. Having navigated every job offering in the entertainment and services economy, he has a unique and hands-on perspective of the entrepreneurial side of business ownership and the day-to-day nuances of operational management. He is currently the President of Great Service Lives, a company whose mission is to help businesses and individuals alike reach their true potential. Through Great Service Lives, Scott provides a variety of leadership, coaching and management training to businesses in every industry. Scott is a graduate of the College of Journalism at the University of Florida and has published numerous articles on customer service, the role of leaders and human resource management. His latest book is ***Who Cares? Creating A Culture of Service In Your Business.***

Janet Miller is a leading expert in the field of training design and hospitality in the park and attraction arena with over 18 years of ongoing direct experience at Cleveland Metroparks Zoo in guest service and a nine-time IAAPA award-winning designer of training programs. Janet's programs are themed based initiatives which include; orientation, supervisory, guest services, recognition, and leadership objectives. Janet is a Preferred Trainer with IAAPA's Training on Demand Program, a member of ASTD, the American Society for Training and Development, and published author of ***Twisted Training.***

Gail Hahn, MA, CSP, CLL is the CEO (Chief Energizing Officer SM), of Fun*cilitators SM, a division of Energize Enterprises, LLC and the only person in the world earning all three authentic credentials of Certified Speaking Professional, Certified Relationship Awareness[®] Facilitator, Certified Recreation and Parks Professional and Certified Laughter Leader. As a CSP, she is one of less than 500 professional speakers worldwide with the highest credential awarded by the National Speaker's Association.

Leading teams and facilitating over 1500 programs over 25 years, Gail earned a BS in Recreation and her MA in Experiential Education from the University of Colorado, and is an adjunct professor teaching graduate level Leisure and Recreation. She is the Author of ***Hit Any Key to Energize Your Life*** and ***52 Winning Ways to Have Fun at Work***, as well as a featured author in 28 books and a recognized Energy Expert in 12 Who's Who directories.

Spending a decade in Europe facilitating personal and professional development and teambuilding, she energizes individuals and organizations. Gail works with Fortune 500 companies, public agencies, associations and private organizations around the world on how to practice safe stress, build a better team, improve customer relations, improve communication, recognize and energize employees, create FUNomenal[™] frontlines and enhance motivation, morale and meaning at work. Gail is a preferred trainer with IAAPA.