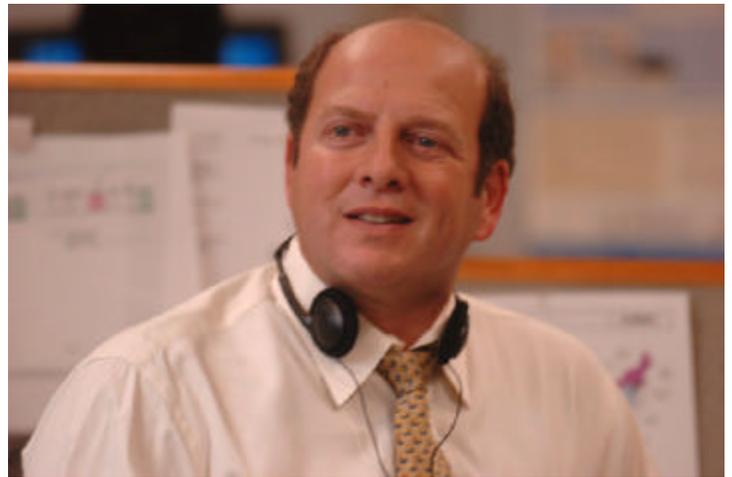


# PREVIEW GUIDE



**Start Right...Stay Right**

## Background Information

No matter what kind of organization you run, ***Start Right...Stay Right*** offers comprehensive training in productivity-enhancing attitudes and behaviors that result in better job performance and a healthier bottom line. Appropriate for new and current employees, ***Start Right...Stay Right*** is full of the core competencies that lead to increased productivity, decreased turnover and less absenteeism.

***Start Right...Stay Right*** offers on-screen video segments, supported by highly effective skill-building tools and action plans, to illustrate 24 behaviors critical to employee and organizational success.

The program is available in 2 formats:

- **Classroom Version:** A facilitator-led workshop for group participation, designed for new employee orientation or existing employee refresher training.
- **Computer-Based Training Version:** Individual self-study version of the same content, including tutorials, video segments, worksheets, and post-tests.

## Materials Included With ***Start Right...Stay Right***

The classroom version's workshop includes two flexible, comprehensive training designs: one spends 10 minutes of training per topic, and the other spends 30 minutes per topic. The workshop kit includes all the materials you'll need to run the program:

- ◆ The **chaptered DVD** of ***Start Right...Stay Right*** includes 24 video segments to illustrate each of the workshop's topics. The video clips range in length from 20 seconds to 3 minutes. The DVD is closed-captioned.
- ◆ The **Leader's Guide** provides 24 separate facilitator scripts with step-by-step instructions for introducing activities, leading discussions, and making transitions between the video, discussions, PowerPoint slides and exercises. Two complete training designs are included for each of the 24 topics, as well as a ***Start Right...Stay Right*** Planner to help supervisors track trainees' progress through the content.
- ◆ The **Participant Workbook** contains worksheets for all 24 topics in the workshop. 10 Workbooks are included with each kit.
- ◆ 24 **PowerPoint® presentations** contained on a **CD-ROM** can be used to highlight key content and discussion points for each of the topics' facilitation scripts. A free screensaver is also included on the CD-ROM.
- ◆ The ***Start Right...Stay Right*** book will provide valuable content back-up and support for participants. 10 books are included with each kit.

# **Start Right...Stay Right**

**SAMPLE PAGES FROM LEADER'S GUIDE**

## START RIGHT...STAY RIGHT

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 complete.

### 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** workshop.

This **Start Right...Stay Right** workshop can be used in situations where:

- Organizations have groups going through an orientation process, and/or,
- Organizations want to offer refresher programs to help current employees improve their attitude on the job.

### 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** can help, with its focus on the important background skill area of attitude.

Orientation processes sometimes fall short because a new employee’s supervisor lacks the time or does not see the need for their own ongoing involvement in the new hire’s integration. In fact, this is an appropriate and necessary role for a supervisor or manager.

To meet this need, ***Start Right...Stay Right***:

- 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.
- Helps the supervisor stay connected with the orientation process in a consistent and comprehensive manner, while requiring a minimum amount of their time.

### **New Employees, Current Employees...**

The ***Start Right...Stay Right*** workshop can have direct and immediate impact on the ability of a new employee to integrate into an organization, and on an existing employee's ability to remember why they are going to work each day.

### **Workshop Features**

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

- The ***Start Right...Stay Right*** workshop allows flexibility based on the time available for training. Two versions are provided for each topic: 10-minute versions when time is limited, and 30-minute versions for longer sessions.
- Training designs are provided for presenting topics one at a time (in either the 10-minute or 30-minute versions) or grouped into longer sessions.
- Each ***Start Right...Stay Right*** topic includes video, discussion questions, and activities.
- The materials include a framework for ongoing dialogue with the supervisor, providing valuable employee contact opportunities.
- The ***Start Right...Stay Right*** Planner can be used to track each participant's progress through the topics you want them to complete.

### **Workshop Objectives**

The 24 topics in the ***Start Right...Stay Right*** 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.
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## KEEP LEARNING

### Directions:

- For a 10–minute session, follow the directions in the shaded areas.
- For a 30–minute session, follow the directions in both the shaded and non-shaded areas.

### Overall Unit Objective

Develop the type of mindset to succeed at this organization by taking responsibility, continuing to learn, being patient with others, appreciating.

### WELCOME AND TOPIC INTRODUCTION (2 MINUTES)

INTRODUCE yourself and make a brief comment about the need for all of us to Keep Learning.

Put the topic in context with organizational programs, other training, current issues. Introduction

SHOW SLIDE #1: Keep Learning



SAY

**A lot of employees think that once they've completed orientation training and been around for a while, they're set. Just do the work each day and go home.**

**That kind of thinking isn't going take you anywhere.**

**Look around. Things are changing everywhere in this organization—new products, new processes, and new technologies to learn at every turn.**

Our overall performance objective for this topic is:

- Keep learning by taking new classes and undertaking new tasks.

The specific learning objectives we will work on in today's session are:

- To select statements that reflect taking responsibility List classes and other training opportunities that would improve your performance at work
- Write a personal action plan to improve/acquire a particular skill

## VIDEO PRESENTATION

SAY

**Now, let's watch a video clip to see what continuous learning is all about. Watch how George looks for a chance to learn new skills and grow his job.**



**Run Video** (1 MINUTE)

**Debrief Video** (2 MINUTES)

ASK

**What were George's concerns about learning at work?  
What were some solutions that were presented in the video?  
Why is it important to provide a learning environment at work?**

**Transition** (2 MINUTES)

ASK

**What does continuous learning mean to you?  
Why does continuous learning matter?**

ALLOW a few minutes for one or more participants to share their thoughts.

**ACTIVITY I: YOUR LEARNING ACTION PLAN (10 MINUTES)****WORKSHEET**

Refer participants to Worksheet I for this topic.

**SAY**

**Let's start by identifying actions that help you keep learning at work. This worksheet lists some strategies that support a learning attitude.**

**INSTRUCT**

Instruct participants to read through the list:

**Which actions can help you improve your skills on the job?  
Put a check mark in the left column for each action that you think can impact your job.**

**Then, use the right column to prioritize the action items:**

**1 = High priority**

**2 = Medium priority**

**3 = You'll get to it later**

ALLOW 2-3 minutes to complete Worksheet I.

**Debrief Activity I****ASK**

**What could the benefits be if you followed through with these action items?**

ALLOW a few minutes for participants to respond.

ASK

**How would these actions benefit the organization?**

ALLOW a few minutes for participants to respond.

**Transition**

**Taking on new challenges, learning new skills, asking questions and being open to new ideas not only allows us to grow as individuals but also makes us more valuable employees.**

## **ACTIVITY 2: YOUR DEVELOPMENT PLAN (10 MINUTES)**

SAY

**Now, let's develop a specific plan to learn a new skill or increase your knowledge base.**



### **WORKSHEET**

Refer participants to Worksheet 2 for this topic.

## ASK

**Review the actions you identified as top priorities on Worksheet 1.**

**What one area of your job do you want to improve on by using some of these strategies?**

**For example, if on Worksheet 1 you identified “requesting additional job skills training” as a top priority, now identify the specific skill you want to learn.**

## SAY

**Write down what you want to learn on Worksheet 2, next to Learning Opportunity.**

**Let's walk through the rest of the steps together.**



## SHOW SLIDE #3: Your Development Plan

Start Right...Stay Right  
Guide to Job Success

### Your Development Plan

- Source of Learning
- Possible Mentor
- Next Steps
- By When?
- Benefits of Learning
- Measurement

CRM learning

3

**Source of Learning**

## ASK

**Where can you go to begin learning this skill or knowledge?**

## Debrief Activity 2

ASK one or two volunteers to share their ideas about their planned learning opportunity.

ALLOW 2 minutes to discuss some of their development plans.

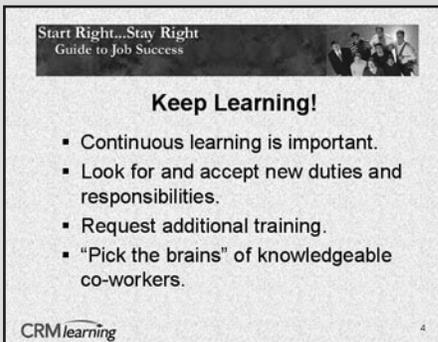
### CLOSING (1 MINUTE)

#### BACK AT YOUR DESK

**Note:** If you are completing the 10-minute session, instruct the participants to complete Worksheets 1 and 2 as homework. **Take a few minutes to review the directions with them.**

After completing the worksheets, participants should review them with their supervisor.

#### SHOW SLIDE #4: Keep Learning



Start Right...Stay Right  
Guide to Job Success

**Keep Learning!**

- Continuous learning is important.
- Look for and accept new duties and responsibilities.
- Request additional training.
- "Pick the brains" of knowledgeable co-workers.

CRMlearning 4

**Want to be truly successful? Be an ongoing learning machine!**

#### SUMMARIZE

**This discussion focused on the importance of continuous learning at work. Look for and accept new duties and responsibilities that will help you develop and grow.**

**Request additional training, learn about products and services, read job and industry-related publications, pick the brains of knowledgeable co-workers, or take a business course at the community college. Keep learning!**

#### CLOSE SESSION

ASK if there are any questions or comments

THANK the participants for their attention and participation.

## KEEP LEARNING WORKSHEET I

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

### Your Learning Action Plan

First, choose three or more of the following action items that can help you improve your skills on the job.

Then, prioritize them: 1 = high priority, 2 = medium priority, 3 = I'll get to it later.

Action	Priority
Request additional job skills training.	
Learn more about the products and services in your organization.	
Volunteer in your community to develop additional skills related to your job.	
Ask for new duties and responsibilities.	
Learn more about your industry and your organization's competition.	
Get involved in a cross-functional project in your organization.	
Learn a new technology.	
Take a business course at your local community college.	
Find a mentor or coach.	
Join a job task force or employee committee.	

What could the benefits be if you followed through with one of these action items?

How would these actions benefit the organization?

## KEEP LEARNING

### WORKSHEET 2

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

### Your Development Plan

Look at the list of learning opportunities on Keep Learning: Worksheet 1.

1. Pick one area of your job that you want to develop using some of the strategies in the Action Plan.
2. Consider areas that you have struggled with in the past, skills that you need, long-term goals you have for yourself, and current business goals that you're trying to meet.
3. Create a personal action plan to get started on improving that skill:

<b>Learning Opportunity</b> What do I want to learn?	
<b>Source of Learning</b> Where can I go to begin learning?	
<b>Possible Mentor</b> Who can help? Who already knows what I want to learn?	
<b>Next Steps</b> Identify steps to get started	
<b>By When?</b> What is the deadline for this goal?	
<b>Benefits of Learning</b> How will this learning benefit me and my organization?	
<b>Measurement</b> How will I know I have learned this new skill?	

**Note:** Copy this form and use it for each of the items on your list. Keep learning!

# For more information...

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...about Performance Resources' award-winning videos and other training products, or for pricing information on this product, please call **1-800-263-3399** or visit us at **www.owenstewart.com**.



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