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Leader’s Guide
INTRODUCTION

About this Program

The Teamwork: How Synergy Succeeds program provides you with tools to facilitate a program on the seven steps to building a successful team. The program describes how combined and coordinated actions of people working together produce a greater effect than if they worked individually. Participants will leave with the knowledge and ability to work effectively in a team. This program is designed to increase the productivity and effectiveness of work-related teams in your organization. Each person will gain a better understanding of how to implement new projects in a team environment and how to work in synergy with open communication, trust and effective conflict management.

This Leader’s Guide is designed to help you conduct a thorough training session on teamwork by following seven basic principles. It permits you to use this program in many different ways, giving you the flexibility to determine which training format is best for your organization’s needs. The program is 23 minutes long. On the DVD, there is an option to show the program in scenes.

Training Points have been created on the DVD format of this program to provide visual aids when sharing important training material, or reviewing content of the program. Program links are included to provide visual reinforcement of some of the training points.

A PowerPoint® presentation, identical to the Training Points content of this program, has been included in both formats for your use. The customizable version is available for you to add specific information for your company. Tips for customizing this presentation are included at the end of this guide. As an alternative, the slide information may be printed or transferred to transparency sheets or a flipchart when used in conjunction with the program.

On the DVD, an on-screen quiz is available as an alternative to the Pre-Test/Post-Test included in this guide.

Illustrated employee handbooks are also available for use with this program. These handbooks may be given to participants as a helpful note-taking and reference tool. A quiz is available at the end of the handbook.

We recommend that you tailor the program to your organization’s needs by including specific information unique to your employees. The specifics of how you facilitate this program are determined by you.
Training Materials

There are a few things you’ll need for an effective training session:

- A training room located away from major distractions or interruptions
- A comfortable arrangement of chairs with an opening for a TV monitor or projection screen and other visual aids. (Be certain all participants can see the screen and each other.)
- Adequate lighting that can be adjusted while viewing the program
- A location, possibly including a podium, from which the trainer/speaker can lead discussion and a flipchart
- The training program *Teamwork: How Synergy Succeeds*
- TV and DVD player or computer with a DVD-ROM drive
- Copies of the class agenda
- A copy of the *Teamwork: How Synergy Succeeds* handbook, paper and pencil for each participant
- A flipchart or dry-erase board and appropriate markers
- A computer with PowerPoint® software and the PowerPoint® presentation
- Copies of the Post-Test and Evaluation.
Preparation
Preparation is the key to effective training. Do these things prior to the session:

Establish Objectives
Determine the training objectives in advance so that you can identify the approach to take for the training session. It is also important to decide what level of understanding is expected from participants upon completion of the training. Suggested training objectives for this presentation are:

- Define teamwork
- List the steps to setting team goals
- Explain the purpose of assigning team roles
- Identify the questions a team should consider when establishing rules
- Describe ways to build trust within a team
- Explain guidelines for clear team communication
- Outline how to resolve team conflict
- Establish ways to celebrate team success.

Feel free to edit the training objectives to meet the particular needs of your organization. Training objectives should reflect the content of the program.

Determine the Audience
Another aspect to consider in planning this training session is the audience. Tailor your presentation to the skills or experience of the participants. The focus of your discussion and the depth of content presented may vary, depending on whether you are providing an orientation for new employees or a refresher course for all employees.

The training group size should range from 10 to 20 people. When the group is too large, individual attention may be lost and participation will not be as high.
Agenda

2-Hour Session Agenda

<table>
<thead>
<tr>
<th>Activity</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
<td>25 minutes</td>
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<tr>
<td>Program &amp; Discussion</td>
<td>30 minutes</td>
</tr>
<tr>
<td>Exercises</td>
<td>40 minutes</td>
</tr>
<tr>
<td>Session Summary</td>
<td>25 minutes</td>
</tr>
</tbody>
</table>

3-Hour Session Agenda

<table>
<thead>
<tr>
<th>Activity</th>
<th>Time</th>
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</thead>
<tbody>
<tr>
<td>Introduction</td>
<td>25 minutes</td>
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<tr>
<td>Program &amp; Discussion</td>
<td>30 minutes</td>
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<tr>
<td>Exercises</td>
<td>40 minutes</td>
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<tr>
<td>Break</td>
<td>20 minutes</td>
</tr>
<tr>
<td>Exercises</td>
<td>40 minutes</td>
</tr>
<tr>
<td>Session Summary</td>
<td>25 minutes</td>
</tr>
</tbody>
</table>

Invite Participants

Send out letters or memos to participants or post a notice two weeks in advance of the training date. A sample is included on the next page. State the location, date and time, and meeting agenda. Administer the Pre-Test in advance.
Sample of Invitation Memo

Date: June 10, 20__
To: All Managers
From: Janice Bax, Human Resources Manager
Re: Teamwork: How Synergy Succeeds Training Session

Do you want your team to succeed and be the best? We have a great session planned that will enhance your team’s effectiveness. We will cover seven basic steps that will increase team building skills and overall productivity.

Please plan to be at the training session on June 20, at 2:00 p.m. We will be meeting in the main conference room for a three-hour session. If for some reason you are unable to attend, please contact me at 731-8788 as soon as possible. During this session you will learn how to:

- Define teamwork
- List the steps to setting team goals
- Explain the purpose of assigning team roles
- Identify the questions a team should consider when establishing rules
- Describe ways to build trust within a team
- Explain guidelines for clear team communication
- Outline how to resolve team conflict
- Establish ways to celebrate team success.

Our agenda will be as follows:

- Introduction: 25 minutes
- Program & Discussion: 30 minutes
- Exercises: 40 minutes
- Break: 20 minutes
- Exercises: 40 minutes
- Session Summary: 25 minutes

We look forward to seeing you on Thursday, June 20.
Presentation Tips

Overcoming anxiety
The best way to overcome anxiety about speaking before a group is to be prepared. Although it is natural to be nervous, your sweaty palms will disappear once you focus on what you are saying. Concentrate on communicating your message and your presentation will flow naturally.

Choosing your vocabulary
It’s best to use the same comfortable language that you would use when speaking one-on-one. Avoid jargon and overly complicated words or phrases.

Getting rid of the “umms”
One of the most annoying mistakes a speaker makes is saying “umm” every time there is a break between thoughts. Remain silent while you think about what you’re going to say next. The silence will seem longer to you than it will to the audience. If you remember this, you’ll feel less pressure to fill the silence. You can control your “umms” by jotting down notes beforehand. If you want to include personal anecdotes or examples, write down a few notes to trigger your memory. Beware of writing down too much, however. You’ll deliver your message to your note cards instead of your audience.

Controlling the speed and tone of your voice
You’ll put your audience to sleep if you speak too slowly, and they won’t be able to keep up with the content if you speak too quickly. Approximately 150 words per minute is the best speed (that’s about two thirds of a page, typed, double-spaced). Vary your tone often, especially when making an important point. Adding emotion to your presentation will keep your audience involved. Again, strive for a conversational tone.

Sticking to the schedule
Begin class on time and restart the session promptly at the end of the break. Except for emergencies, participants should not be interrupted for messages.

Asking for questions
Ask for questions throughout the session. Be prepared to answer all types of questions, but don’t be worried you don’t know every answer. You can simply say, “Let me find out for you and get back to you.” Keep in mind many questions are best answered through discussion. An appropriate response might be, “Good question. Let’s hear some discussion on that one.” Watch the clock, though. Too many unplanned discussions can eat up your time.
TRAINING SESSION OVERVIEW

Presentation Outline

Open the session. Welcome the participants and introduce yourself to the group. Give a brief explanation of the purpose of the session and quickly review the agenda. Have participants introduce themselves, stating their name, areas of responsibility in the company, and what they hope to gain from the session.

Display slides 2 and 3 to review the training objectives for this session. Be sure participants understand what you expect them to learn and what skills they need to display as a result of this training. Knowing what is expected in advance better prepares the employees and helps them to participate successfully.

Objectives for this training session are:

- Define teamwork
- List the steps to setting team goals
- Explain the purpose of assigning team roles
- Identify the questions a team should consider when establishing rules
- Describe ways to build trust within a team
- Explain guidelines for clear team communication
- Outline how to resolve team conflict
- Establish ways to celebrate team success.
DISCUSSION GUIDES

Two discussion guides have been developed for this program. “Scene-Specific Discussion Guide” is designed to be used if you choose to view the program in segments and discuss each scene. “Slide Discussion Guide” is designed to be used after watching the program in its entirety. After determining the best approach for your training group, start the program. It’s a good idea to adjust the volume of the monitor before the training session begins. Doing so avoids startling participants if the sound is too loud or frustrating the participants with missed information because the sound is too low.

Scene-Specific Discussion Guide

The eight scenes in this program provide an opportunity to discuss the principles of teamwork. This guide is broken down with a summary of each scene, offering discussion questions for each segment of the program. The handbook is also a valuable tool for participants to use during the discussion and to take back to their workplaces as a handy resource following the program. Appropriate pages are referenced throughout this discussion guide.

Introduction

The program begins with an introduction to teamwork. During this scene teamwork is defined as more than merely assembling a group of talented individuals to work on the same project together. Effective teamwork involves an action called synergy. Synergy is defined as the combined and coordinated actions of people working together to produce an effect greater than the sum of its parts. The scene concludes with the seven steps to successful teamwork. Slides 11 and 12 may be used if you choose to reinforce this list at this point of the training. At the end of the scene, participants will be asked to respond to a multiple choice question defining synergy. After they arrive at consensus, select their answer. If correct, the host affirms their selection. If incorrect, a link back to the definition in the program will be provided. The definition is also located on page 2 of the handbook.

Set Goals

Many teams fail because they never get a clear understanding of and agreement on the goals to be accomplished. This scene challenges participants to set goals for the teams they are members of. The steps for setting goals as a team are outlined. At the end of the scene, a multiple choice question is offered. Once participants have arrived at consensus, select their answer. If correct, the host affirms their response. If incorrect, remediation is offered. Consider asking participants:

• What goals did Alfred, Denise, Kathleen and Mark set for themselves?

Slide 4 may be used to review this content. Information about setting team goals is also included on page 4 of the handbook.

Define Roles

After goals are agreed upon, roles should be assigned. Once team members are clear on who is responsible for what, the focus may turn to the team's work. At the end of the scene, a series of statements is offered. Ask participants to arrive at consensus of whether the statements are True or False. If correct, the host affirms their selection. If incorrect, remediation is offered. Consider asking participants:
• How did not clearly defining roles and responsibilities affect Lorene, Monty, Erika and Paul’s progress?

Slide 5 may be used during this portion of the discussion. Refer participants to page 5 of the handbook for information on roles and responsibilities.

Establish Rules
Terms of engagement during teamwork are critical to successful interactions and team productivity. Encourage participants to allocate time early in a teambuilding process to establish rules for the team. At the end of the scene the question “What are some of the rules you would establish for a team you are a part of?” is offered for discussion. Slide 6 lists questions every team should address. Page 6 of the handbook provides further information on this topic.

Build Trust
Without a foundation of trust, team members really can’t form a cohesive team. During this scene participants learn the value of building trustful relationships with teammates, and steps for building trust. At the end of this scene a series of three statements are offered for discussion. Once participants have arrived at consensus of Yes or No for each statement, select their answer. If correct, the host affirms their selection. If incorrect, remediation is offered. Consider asking participants:

• Mark says “This whole trust thing is kind of risky.” How is trust risky in teamwork?

• What are the benefits of establishing trustful relationships?

Slide 7 lists the key elements for establishing trust. Page 7 of the handbook also covers this material.

Communicate Clearly
Communication is much more than talking. Actively listening is the most important part of communication. When working in teams, communication becomes vital. During this scene participants will be reminded of effective communication skills. At the end of the scene, a series of three questions is offered. These questions are designed to encourage participants to consider their own communication patterns. Similar questions are included in the Self-Evaluation on page 15 of the handbook. Pages 8-11 focus on team communication. Use slide 8 as you review the value of effective communication in teams.

Resolve Conflict
Conflict is a common occurrence in most team-building experiences. This scene focuses on resolving conflicts, providing participants with several steps towards resolution. At the end of the scene a multiple choice question is offered. Once participants arrive at consensus, select their answer. If correct, the host affirms their selection. If incorrect, participants are asked to try again.

• Think of a time you experienced conflict in a team. What were some of the positive effects of the conflict?

Slide 9 may be used as you facilitate a discussion on resolving team conflict. Pages 12-13 of the handbook may be referenced.

Celebrate Success
The program concludes with information on celebrating team success. It’s important to celebrate both the completion of a project and the small steps along the way. At the end of the scene, the question “What are some creative ways your team can celebrate success?” is
offered for discussion. Create a list from participant responses. Slide 10 provides guidelines for celebrating team success. Page 14 of the handbook references celebrating success. Slides 11 and 12, “Seven Principles of Teamwork,” may be used to summarize the program.

**Slide Discussion Guide**

Follow the program with a discussion. Discuss the following highlights using the PowerPoint® presentation to support your discussion. Handbook pages have been referenced in this discussion guide as a reference and to inspire group discussion.

**Slide 1: Teamwork: How Synergy Succeeds**

**Slides 2 and 3: Objectives**

Use slides 2 and 3 as a guideline to review the overall training objectives for this session. Pages 2 & 3 of the handbook may be referenced. Ask participants:

- What are some of your objectives for this program?
- How does teamwork benefit the organization?

**Slide 4: Set Goals**

Slide 4 lists steps to setting team goals. Information about setting team goals is also included on page 4 of the handbook. Ask participants:

- What are some of the team goals you are currently working on?

**Slide 5: Define Roles**

Slide 5 describes points to remember when defining roles in a team. Refer participants to page 5 of the handbook for information on roles and responsibilities. Ask participants:

- Do members of your team know their roles and understand their responsibilities?
- How do you divide team responsibilities amongst team members?

**Slide 6: Establish Rules**

Slide 6 lists questions every team should address early in the team-building process. Page 6 of the handbook provides further information on this topic. Ask participants:

- What rules does your team currently follow?
- What rules would you consider adding to your teamwork?

**Slide 7: Build Trust**

Slide 7 lists the key elements for establishing trust. Page 7 of the handbook also covers this material. Ask participants:

- How would you rate the level of trust on your team?
- How could you enhance trust within your team?

**Slide 8: Communicate Clearly**

Use slide 8 as you review the value of effective communication in teams. Pages 8-11 of the handbook focus on team communication. Ask participants:

- What are some ways to improve your listening skills?
- What are some examples of listening signals?
- How can you keep your feedback focused on the issues, not the individuals involved?
Slide 9: Resolve Conflict
Slide 9 may be used as you facilitate a discussion on resolving team conflict. Pages 12-13 of the handbook may be referenced. Ask participants:

• What are some of the warning signs that a conflict is brewing?
• How can conflict have a positive effect on the team?
• How do you deal with conflict at work?

Slide 10: Celebrate Success
Slide 10 provides guidelines for celebrating team success. Page 14 of the handbook references celebrating success. Ask participants:

• What have been some of your most favorite ways to celebrate team success?
• How can you celebrate success in the future?

Slides 11 and 12: Seven Principles of Teamwork
Slides 11 and 12 list the seven principles of teamwork introduced at the beginning of the program and provided again at the end of the program.
EXERCISES

The following exercises are provided for use after the discussion. Refer to the agenda to determine which exercises you have scheduled in your training session. Make sure you stick to the time schedule for each exercise to avoid running out of time at the end of the training session.

Exercise 1: Team Work!

Time Required: 20 minutes

Materials Needed: 2 notepads, pens, flipchart and markers

Purpose: To provide participants an opportunity to reflect upon past team experiences and discuss what they’ve learned from those experiences.

Instructions: Discuss briefly the common problems that arise with teams. Use a flipchart to record the group’s answers. Possible answers include:

- Conflicts
- Poor communication
- No clear direction or support
- Duplication of efforts.

Break into two groups: Group 1 is to discuss ways to build trust and avoid conflict. Group 2 is to discuss how to provide direction and purpose for the team. Have each group record their answers. Bring the groups back together and discuss each group’s findings.
Exercise 2: Resolve It!

Time Required: 20 minutes

Materials Needed: 2 notepads and pens

Purpose: To provide participants an opportunity to observe conflict in action, and apply skills learned to resolve the conflict.

Instructions: Play the roles on the scenario provided below to build conflict resolution skills. Explain the basic steps for resolving conflict to the group:

1. Confront the person in private.
2. Explain the reason for your concern using "I" statements.
3. Be clear and specific about the change being requested.
4. Remain calm and neutral.

Explain the scenario to the group:

Jim and Linda are working closely together on a current team project. Most of their responsibilities are different, but a few tasks are similar. Linda notices that Jim takes longer to do the same task and thinks the team will benefit if Jim follows her method of completing the task.

She approaches Jim and explains her method. Jim is very comfortable doing it his own way and doesn’t want to change. He tells Linda that he’s going to do it his own way.

Jim is offended by Linda’s approach and makes negative comments about her to his fellow team members. Communication between Linda and Jim becomes non-existent. Linda overhears some of Jim’s negative comments.

Linda realizes that she needs to confront Jim on the issue and try to regain communication.

Break into two groups to discuss the problem. Have Group 1 discuss Jim’s role and Group 2 Linda’s role. Have one person from each group sit in front of the class and role-play the meeting between Jim and Linda. Follow the steps provided earlier and try to resolve the conflict. Be honest and realistic in your approach. If time permits, take turns role-playing the scene.
Exercise 3: Getting There From Here

Time Required: 40 minutes

Materials Needed: 2 notepads, pens, 2 flipcharts and markers

Purpose: To provide participants an opportunity to use a team approach in completing a project by setting goals and assigning roles

Instructions: Break into two groups. Give each a project to complete. The project can be determined by your organization or you can use the one provided below. Each group will meet the following objectives:

- Set specific goals for the project with a time frame and develop a step-by-step action plan.
- Determine each team member’s strengths and weaknesses in order to assign the roles and responsibilities that are a good fit.

Assign one person in each group to record the group’s ideas for goals on the flipchart. Once the goals have been set with a time frame, work on a step-by-step action plan. The action plan should include roles and responsibilities that will be incorporated to achieve the goals.

Finally, have each person take a turn at the flipchart to record another person’s strengths and weaknesses. Assign roles and responsibilities for that person after all the strengths and weaknesses have been listed. Gain the group’s consensus when you determine each individual’s role.

When everyone is finished, double-check the roles and responsibilities against the action plan to ensure all goals will be accomplished. When both groups have finished, discuss each group’s end result.

Project Options:
Use a real life project that fits with your organization’s strategic plan.

Example: Each group is to determine the most effective way to raise funds for a new scholarship program and the requirements for the scholarship recipients.
SESSION SUMMARY

Summarize
One summarizing technique is to review the course objectives with the class. Another technique is to ask each participant to highlight what was learned from the training session. Ask the participants if they have any final questions. The basic principles for teamwork are:

- Establish clear goals
- Ensure understanding of roles
- Create rules for effective teamwork
- Build trust and respect within team
- Communicate clearly
- Resolve conflicts as they arise
- Celebrate success at every opportunity.

Administer the Post-Test
Distribute copies of the Post-Test to each participant. You may wish to customize the Post-Test to fit your organizational objectives. The Post-Test is an excellent tool for determining how much each participant learned during the session. Compare the results to the Pre-Test and review the different answers.

Evaluate
Distribute the Evaluation form to participants when they have finished answering the questions on the Post-Test. When each participant returns the evaluation form to you, thank him or her for attending the session.
PRE-TEST/POST-TEST

Please read each question carefully and write your answer in the space provided below each question.

1. What does the word “synergy” mean?

__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________

2. What are some basic principles for building effective teams?

__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________

3. List ways to build trust.

__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________

4. List 4-5 rules that would help the team work effectively together.

__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________

5. Explain how you have resolved conflict in the past.

__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________

6. What does “active listening” involve?

__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
ANSWER KEY

1. What does the word "synergy" mean?

   Synergy is the combined and coordinated actions of people working together producing an effect greater than the sum of its parts.

2. What are some basic principles for building effective teams?
   - Establish clear goals
   - Ensure understanding of roles
   - Create rules for effective teamwork
   - Build trust and respect within team
   - Communicate clearly
   - Resolve conflicts as they arise
   - Celebrate success at every opportunity.

3. List ways to build trust.

   Responses should include some of the following techniques:
   - Communicate frequently
   - Be honest
   - Practice patience and tolerance
   - Avoid gossip and negative comments
   - Allow failures without blame.

4. List 4-5 rules that would help the team work effectively together.

   Answers should respond to the following:
   - How will team members interact with each other?
   - How should information be exchanged?
   - How should conflict be dealt with?
   - How should meetings be conducted?

5. Explain how you have resolved conflict in the past.

   Answer should include some of the following steps:
   - Address conflict right away
   - Confront privately
   - Be honest with each other
   - Explain reason for concern
   - Be clear and specific about needed change
   - Remain calm throughout discussion.

6. What does “active listening” involve?

   Responses should include the following:
   - Focus your full attention on what’s being said
   - Encourage the communication by maintaining eye contact and nodding
   - Paraphrase what you hear to ensure clear understanding.
COURSE EVALUATION

Please circle your rating for each statement.
Your input is IMPORTANT in helping us evaluate and improve our training programs. Thank you for taking time to think about and respond to the following questions.

Course: _____________________________   Date: ___________   Facilitator: _________________________

About the Course
1. Were the objectives of the course clearly stated?   _____ YES   _____ NO
2. How well were the objectives met by the course?   1   2   3   4   5   Were not met   Were met very well
3. How applicable will this training be to your job?
   _____ Almost none of the material will be applicable to my job.
   _____ Some will be applicable, but some was confusing or irrelevant.
   _____ Absolutely applicable! I look forward to seeing results soon!
4. Was the information presented in a logical and understandable order?
   _____ Didn’t seem logical at all.
   _____ Some was, some wasn’t.
   _____ Yes, all of it seemed logical and understandable.
5. How useful were the discussions and the exercise(s) in helping you learn the information?
   _____ Not useful at all   _____ Somewhat useful   _____ Very useful
6. To what extent did this training meet your expectations?
   _____ DID NOT meet my expectations   _____ MET expectations   _____ EXCEEDED expectations
7. What would you add or change to improve this course?

About the Facilitator
8. Was the facilitator positive and professional?   _____ Very much so   _____ Could improve
9. How well was the facilitator prepared and able to explain the information?
   NOT well prepared   1   2   3   4   5   VERY well prepared
10. Did the facilitator create an atmosphere that encouraged questions and learning?
    _____ Yes   _____ No – Facilitator should have: _____________________________________________
11. Did the facilitator explain the material in ways that made it applicable to your job?
    _____ Very much so   _____ Sometimes   _____ Almost none was connected to my job
    Your comments on the facilitator: ________________________________________________________
TRAINING POINTS AND POWERPOINT® OVERVIEW

Slide 1

Objectives
- Define teamwork
- List the steps to setting team goals
- Explain the purpose of assigning team roles
- Identify questions a team should consider when establishing rules
- Describe ways to build trust within a team

Slide 2

Slide 3

Objectives CONTINUED
- Explain guidelines for clear team communication
- Outline how to resolve team conflict
- Establish ways to celebrate team success.

Slide 4

Set Goals
- Communicate and discuss the objectives
- Make sure the objectives are understood
- Gain everyone’s agreement early in the process
- Clearly define what needs to be accomplished
- Set challenging but realistic goals
- Establish measurement of goal achievement.
TRAINING POINTS AND POWERPOINT® OVERVIEW Continued

Slide 5

Define Roles
- Ensure each team member knows his role.
- Define how the role contributes to goal achievement.
- Expect team member accountability.

Slide 6

Establish Rules
- How will team members interact with each other?
- How should information be exchanged?
- How should conflict be dealt with?
- How should meetings be conducted?

Slide 7

Build Trust
- Communicate frequently.
- Be honest.
- Practice patience and tolerance.
- Avoid gossip and negative comments.
- Allow failures without blame.

Slide 8

Communicate Clearly
- Be tactful.
- Focus on issue at hand.
- Relate communication to team goals.
- Be brief and specific.
- Listen carefully.
- Paraphrase to ensure understanding.
TRAINING POINTS AND POWERPOINT® OVERVIEW Continued

Resolve Conflict
- Address conflict right away
- Confront privately
- Be honest with each other
- Explain reason for concern
- Be clear and specific about needed change
- Remain calm throughout discussion.

Celebrate Success
- Express appreciation
- Applaud each other's efforts
- Celebrate achievement of small steps
- Honor goal accomplishment with celebration.

Seven Principles of Teamwork
- Establish clear goals
- Ensure understanding of roles
- Create rules for effective teamwork
- Build trust and respect within team
- Communicate clearly

Seven Principles of Teamwork
- Resolve conflicts as they arise
- Celebrate success at every opportunity.
CUSTOMIZING A POWERPOINT PRESENTATION

The PowerPoint® presentations included on the Coastal DVD and CD products are customizable when used on a computer loaded with Microsoft PowerPoint® software. (Note: In the following instructions, “click” implies a click with your left mouse button. If a “right” click is necessary, it will be so indicated.) Microsoft PowerPoint® has many features.

The following steps will help you customize our presentations quickly. To customize a presentation:

1. If the “Customizable Version” icon is displayed on the landing screen, click on this option. If this option is not available, click on the PowerPoint® presentation to open it. Save this presentation to another location, such as your hard drive or a folder on the network. You will make your customizations on the saved version.

To add, copy, hide or remove a slide, or to change the order of the slides in the presentation:

2. Click on “View” on the menu bar.

3. Click on “Slide Sorter” from the “View” menu. Or, under the “Normal” view, you may use the “Outline” on the left side of the screen.

4. To add a slide, place your cursor in front of the slide where you want to add a slide. Click on “Insert” on the menu bar. Then, click on “New Slide” on the “Insert” menu. Or, click on the “New Slide” tool on the tool bar. Choose a slide format to fit your desired content, and follow the prompts given.

5. Sometimes it’s easier to copy a slide, and then change the content of the slide than to create a new one. To copy a slide, click on the original slide. Click on “Edit” on the menu bar, and choose “Duplicate.” A new copy will be created to the right of the original slide. Or, click on “Edit” on your menu bar, and choose “Copy.” You may then “Paste” the slide wherever you want it to appear.

6. To hide a slide from your presentation, but to keep it for future use, right click on the slide you wish to hide, and choose “Hide Slide” from the menu. Or, click on the “Hide Slide” tool on the tool bar.

7. To remove a slide from the presentation, click on the slide you want to remove. Click on “Edit” on the menu bar. Then, click on “Delete Slide” on the “Edit” menu. Or, click on the slide, and press the “Delete” key on your keyboard.

8. To change the order of the slides in the presentation, click on the slide to be moved and while holding the mouse button depressed, drag the slide to its new location. Release your mouse button to place the slide.
If you wish to change or remove the animation effect as you move from slide to slide:
1. Double click on the slide you want to change the animated transition on.
2. Double click on the text box of the slide. A border and white handles appear around the text box.
3. Click on “Slide Show” on the menu bar. Then, click on “Preset Animation.” To turn off the effect, choose “Off.” If you wish to change the effect, there are many options to consider.

To edit content of any slide:
1. Double click on the slide you want to change.
2. Double click on the text box of the slide. A border and white handles appear around the text box.
3. Type the desired changes.

Remember to save any changes made to your presentation!
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