



THE LEADERSHIP JOURNEY

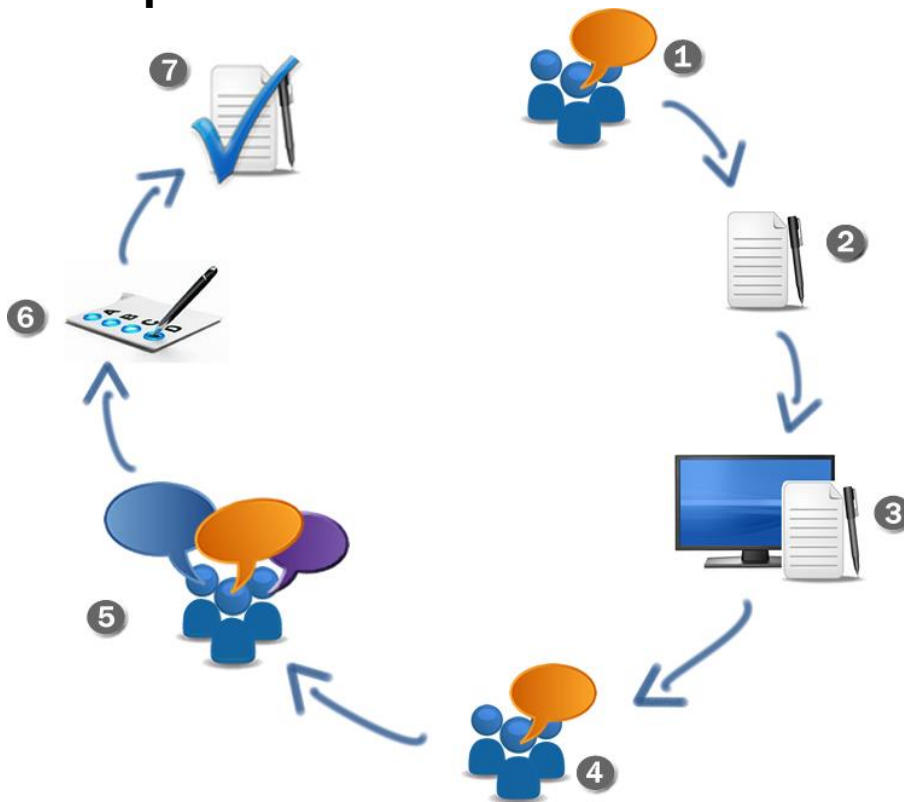
PARTICIPANT GUIDE

Giving Crystal-Clear Instructions That Result in Action Without Any Misunderstanding

Have you ever given an employee what you thought was a crystal-clear instruction only to discover later on that they didn't quite get it? In this course you will learn:

- **A simple five-step method for giving clear directions.**
- **How to ensure your employees take action – the first time you ask.**
- **Why two-way dialog is critical in achieving a successful outcome.**
- **One powerful way to confirm understanding, even with your most challenging employees.**

Course Components



This course consists of seven interactive components:

1. Pre-discussion questions
2. Note-taking guide (Use with video)
3. Video presentation
4. Post-discussion questions
5. Group exercise
6. Quiz
7. Personal action plan

© 2020 Business Training Experts. This program is protected under US Copyright Act of 1976 and all other applicable international, federal, state, and local laws. All rights are reserved. This program is a proprietary product licensed for limited, internal use to the original licensee. It may only be exhibited at the licensed location on the premise owned, controlled, or occupied by the original licensee. It may NOT be transferred between multiple licensee locations. It may NOT be copied, edited, altered, duplicated, broadcast, reproduced, stored, or retransmitted, nor may it be rented, loaned, exchanged or sold for any purpose whatsoever, whether or not for value, without the express written consent of Business Training Experts.

This program is designed to provide accurate and authoritative information in regard to the subject matter covered. It is sold with the understanding that neither the author nor publisher is providing or rendering legal, accounting, or other professional service. If legal advice or other expert assistance is required, the services of a competent professional should be sought.



Seven Tips for Using This Guide

1. This participant guide is yours to keep. As you answer the questions, don't worry about writing complete sentences, using proper grammar, or punctuation. It is more important that you capture the idea.
2. Many sections of this course involve group discussion. You may be called upon to get the discussion started by sharing your answers and experiences.
3. If you don't know an answer to a question, leave it blank. You can answer it later during group discussion.
4. If you hear a good idea from someone in the class, write it down. You'll learn many great ideas from your colleagues.
5. Use your personal action plan as a tool to help you apply your new knowledge and skills. The sooner you use the skills, the easier they will be to master.
6. Depending on the plan put in place by your organization, you may be asked to share the results of your personal action plan with your manager, a colleague, or a training partner. Or, you may be asked to share your results in the next training class.
7. After the class, keep this participant guide in a convenient spot, so you can reference it later. It is a valuable tool that you can access when you need it.

(The course begins on the next page.)

Pre-Discussion Questions

(This section is 1 page)

Answer the following questions before viewing the video presentation. There are no “right” or “wrong” answers.

1. Have you ever given an employee what you *thought* was a crystal-clear instruction and discovered later that they didn't quite get it? How did things turn out?
2. What circumstances come up in your department where giving instruction is so important that a lack of action could be disastrous?
3. What do you believe is necessary to achieve crystal-clear communication?
4. What do you think gets in the way of clear communication?

Video Presentation and Note-Taking Guide

(This section is 2 pages)

Complete the following statements with keywords as you view the video. The keywords will be underlined in the video.

THE IMPORTANCE OF A TWO-WAY DIALOG

1. _____ %
2. _____ %
3. _____ %
4. _____ %

It is the _____ responsibility to confirm _____ from the receiver.

GIVE CRYSTAL-CLEAR INSTRUCTIONS

The five-step method to giving directions so that others will understand and act

1. _____, don't command
2. Stress _____, not what to avoid
3. Say _____ it's important
4. Leave _____ of action
5. Remember - it's a _____

(The note-taking guide is continued on the next page.)

CONFIRM UNDERSTANDING

Confirm understanding to ensure that the message _____ is the same as the message _____.

The easiest way to confirm understanding is the _____ way.

“John, do me a favor. Sometimes, I don’t communicate as well as I should. Can you play back to me what you heard me say in terms of what I’m expecting you to do?”

For Preview Only. For Licensing Options Call 1-800-541-7872.

Post-Discussion Questions

(This section is 1 page)

Answer the questions below by focusing on how they relate to your organization and position. There are no “right” or “wrong” answers.

1. Reflecting on the “Sometimes, Often, Always, Never” exercise, explain why it is so easy for communication to break down.
2. What can you do to ensure a successful outcome in a situation in which you are trying to assign or request action by another person on your team?
3. Consider the five-step method for giving directions explained in this course. Which step do you think would be most important for your team or organization?
4. The Featured Expert explained a method for confirming the message received was the same as the message sent. What challenges might your department have in consistently doing this?

Group Exercise

(This section is 1 page)

In this exercise you will practice writing and delivering instructions using the five-step method presented in this course.

1. Form small groups of two people.
2. The group member with the longest first name should use the first scenario. The other group member should use the second scenario.

You have been asked to provide a short description of your department to someone who is putting together a company orientation newsletter. The description needs to include names of people in the department plus the new projects you are working on. You are planning on assigning this work to Eric, one of your most experienced employees.

There is a new piece of equipment arriving at your workplace and your staff is unfamiliar with it. You need someone to read the instructions and become familiar with its operations. That person then needs to train the rest of your staff on the new equipment. You are planning on assigning this work to Eric, one of your most experienced employees.

3. Each group member should use the five-step method to create a script for how you will ask Eric to do this work.
4. Role-play the dialogue in your small group. Have one member play the role of Eric and another play the role of direction-giver. Then switch roles and repeat, so that each group member gets to practice using their script to give instructions.
5. Return to the large group. As a class, discuss the following: How did it feel to give the instructions? What clues did you get from Eric about whether or not he got the message as you intended? When playing the role of Eric, how clear did the instructions seem? Was there any confusion? Did the script lead to a crystal-clear understanding? If not, what was missing?

Quiz

(This section is 2 pages)

Answer the questions below to test your comprehension of the material presented in this course.

1. In verbal communication the most effective way to ensure that the message received is the same as the message sent is to _____.
 - a. repeat your message
 - b. confirm understanding
 - c. put it in writing
 - d. none of the above
2. In a two-way communication, whose responsibility is it to ensure that the receiver has understood the message.
 - a. receiver's
 - b. sender's and receiver's
 - c. sender's
 - d. none of the above
3. The words "Always" and "Never" are very precise words whose meanings are clearly understood by anyone who understands English.
 - a. True
 - b. False
4. A two-way dialog is _____ to the successful outcome of any conversation.
 - a. critical
 - b. desirable
 - c. unnecessary
 - d. None of the above
5. Which of the following is NOT a step in the five-step method for giving directions so others will understand and act?
 - a. leave freedom of action
 - b. stress what to do
 - c. remember that it's a dialog
 - d. put it in writing

(The quiz is continued on the next page.)

6. When seeking to make your instructions crystal-clear, it is essential that you let them know *why* it is important.
 - a. True
 - b. False

7. The most effective way to confirm understanding is to _____.
 - a. ask the other person to repeat back what he or she heard
 - b. give the person written instructions
 - c. provide a checklist
 - d. all of the above

8. Which of the following is a key step in the five-step method to giving directions so that others will understand and act?
 - a. Identify roadblocks
 - b. Speak clearly and confidently
 - c. Ask, don't command
 - d. None of the above

9. The easiest way to confirm understanding is the direct way.
 - a. True
 - b. False

10. Giving crystal-clear instructions that result in action without any misunderstanding requires that you:
 - a. always use the established five-step method.
 - b. always confirm the person's understanding.
 - c. both of the above
 - d. none of the above

Personal Action Plan

(This section is 1 page)

Follow the steps below to create an action plan for applying new skills and ideas that you learned to your specific workplace challenges, objectives, and opportunities.

1. What is the most important idea that you learned from this course?
2. Think of a situation where you will soon need to give instructions to one of your followers or coworkers. Using the five-step method, write out a script of what you will say to this person as you ask them to do the work.
3. Practice saying the script out loud until it feels comfortable and natural.
4. When you deliver the instructions remember to review your script.

Additional Notes

For Preview Only. For Licensing Options Call 1-800-541-7872.



About Business Training Experts

We believe learning is not a one-time event, it happens over time.

Business Training Experts publishes corporate training programs that deliver lasting behavior change and business results. Our turnkey training programs are customizable to any organization's needs.

We'll transform your people with our proprietary burst learning model that takes a systematic approach to learning. Instead of relying on a one-time training event, our short courses can be spaced out over time. Students learn practical skills, then apply them on the job to real workplace challenges - before they learn the next set of skills. Supervisors learn and internalize through discussion, practice and application. Our follow-up tools hold students accountable for applying new skills in the workplace.

Over 1000 companies and tens of thousands of students have delivered lasting results through our training curricula. Topics include:

- Leadership Development for Supervisors and Managers
- Customer Service
- Time Management
- Sexual Harassment Prevention
- Diversity Awareness

Learn more by visiting:

www.BusinessTrainingExperts.com

