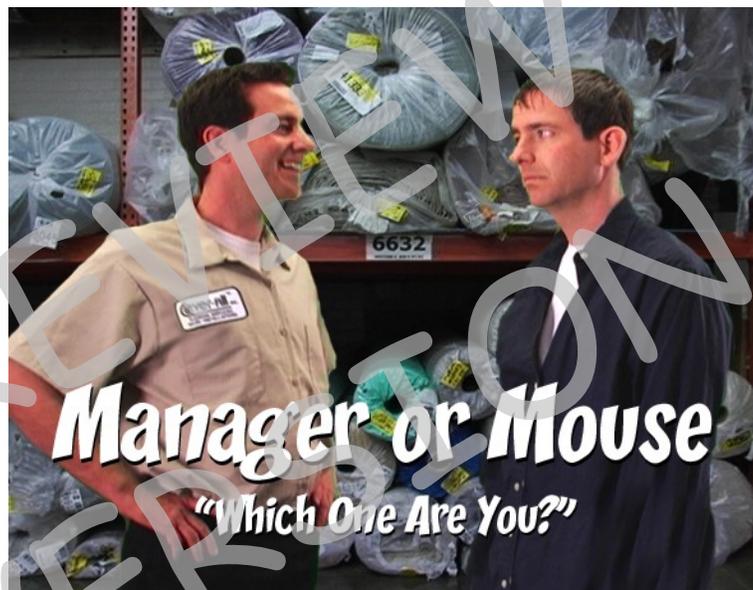


Manager or Mouse



Workbook

PREVIEW - FOR EVALUATION PURPOSES ONLY
NOT FOR TRAINING USE

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Introduction

Often, there are times when you can feel overwhelmed with various demands at work. **Manager or Mouse** is a program that demonstrates basic guidelines for taking control of a workplace situation. This program will deliver general guidance to people who want to improve customer service and streamline systems at work. Through humor and clear instruction, **Manager or Mouse** is a constructive teaching tool for people at all levels in any organization.

In this program, Louis has just started a new job at a company that installs carpets. He is distracted and disorganized and is seeing a psychiatrist to vent his frustrations. His employees are frustrated and his customers are unhappy. He needs to become a manager, not a mouse. Through a process of communication with his alter ego, involvement with his entire team, and planning, Louis is able to transform himself into a better manager - and in the process make his job and surroundings more positive... and

more fun! The result is a more productive workplace, happier employees, and ultimately, satisfied customers.

In **Manager or Mouse**, you will see how one manager was able to resolve leadership challenges. As you watch this program, you will also learn the key lessons in improving your own leadership skills. These lessons include:

- Control the chaos by taking ownership of your job
- Develop clear, consistent plans to fix any problems and to achieve all set goals
- Listen, communicate, and engage your team to help resolve the problems
- Be positive and flexible. Support your team as they implement solutions.

However, the lessons listed above do not tell the full story. This is also a story about great customer service. As the program opens, we see that Louis is

not able to serve his customers well because he and his team are disorganized. They need to change the way they're doing business so they can improve each customer's experience.

As the program concludes, we see that everyone plays an important role in customer service. In Louis case, each installer works with the customer to insure that the flooring is right the first time and that the customer is satisfied. The results are fewer problems - and happier customers!

ABOUT THE LEADER'S GUIDE/WORKBOOK:

There is a three-part learning structure for this video and workbook:

- Learn the key concepts presented in the program
- Review and discuss them in a group
- Apply the concepts to your own organization

ACTION AGENDA: The video presents constructive ideas for taking control of a workplace situation, becoming a more effective manager, and delivering superior customer service.

DISCUSSION: We have provided discussion questions as well as observations for debate to help participants reflect on the core lessons.

APPLICATION: Application exercises are included to allow participants to develop strategies for putting key lessons from the program to work in their own organization.

Key Learning Points

The challenges that Louis faces in **Manager or Mouse** are similar to the ones many managers face in any organization.

Control the chaos by taking ownership of your job:

- Accept the fact that you may need to change your behavior.
- Take responsibility.

Develop Plans and Set Goals:

- Be clear.
- Be consistent.
- Don't confuse those who you manage.

Listen, Communicate, and Engage your Team to Help

Resolve the Problems:

- Trust your employees.
- Don't preach.
- Listen!

Be Positive and Flexible. Support People as They
Implement Solutions

Sample Training Session

Pre-Screening Preparation. Welcome people to the training session and give them an overview of the program. You may want to address the concepts presented in this program in the context of your own organizational goals.

Screening. Show **Manager or Mouse** to your audience.

Post Screening Discussion. Use the themes from the program as a catalyst for discussion, including:

- Control the chaos by taking ownership of your job
- Develop clear, consistent plans to fix any problems and to achieve all set goals
- Listen, communicate, and engage your team to help resolve the problems
- Be positive and flexible. Support your team as they implement solutions.

Manager or Mouse Discussion & Reflection Points

- In **Manager or Mouse**, Louis is overwhelmed at work and needs to take control of the situation. Louis is able to fix his problems by developing a plan and working with his team. How about you? Do you feel overwhelmed at work?

In order to address these problems, you need to be open, honest, and take ownership of these problems. Think about your workplace challenges and list them below:

- Often, when you feel overwhelmed you don't know what to do. Louis was lucky enough because he could speak to his Psychiatrist (and to his alter ego). How about you? Is there a colleague or mentor you can approach for ideas? Try approaching this person and asking him or her for advice. Remember, the ability to clearly articulate your problems to another person can be an important step in developing a plan for finding a solution!

- Look at the list of workplace challenges you made and address each one individually. What systems can you put into place to fix these problems? List your ideas below:

- Now that you have taken ownership of the problem and developed a clear, consistent plan, you will need to listen, communicate, and engage your team in this solution. Think about how you can structure a successful meeting with your associates. How can you present your plan in a straightforward manner? When your team gives suggestions, list them below or on a flip chart.

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- Louis used a story about renting a car that had a scratch on it to bring his message to life for his team. This was a powerful way of personalizing his message. Can you think of a story or analogy that can make your case more compelling?

Exercise:

Engaging Your Team and Implementing the Solution

For Louis to succeed, he needed to engage every member of his team to fix the problems and implement a solution. This exercise is designed to help you present your plan and involve your team in the solution.

STEP 1: Have the supervisor or manager present his or her plan in front of the group of his or her direct reports.

STEP 2: Break the group out into one or two smaller groups. Each group has to recap the plan and then discuss how they would implement that plan. This step includes asking the following three questions (Please use the sheet on page 15 for your responses):

What are we doing that gets in the way of the plan?

What do we need to do to remove these obstacles?

What else needs to be done to implement these ideas and solutions?

STEP 3: Each group then returns to the larger group. They should restate the plan, then present their ideas and solutions.

STEP 4: The leader then recaps the groups ideas and discusses a schedule for implementation of the agreed upon solutions. This exercise allows the leader to refine his or her plan based on the feedback from the group while building the individual team members sense of "buy in."

Exercise Worksheet

Use the space below for your responses to the following questions.

What are we doing that gets in the way of the plan?

What do we need to do to remove these obstacles?

What else needs to be done to implement these ideas and solutions?

Biographies

Rupert Hitzig, *Producer and Director* has produced and/or directed several theatrical motion pictures, documentaries, reality TV series, corporate training films, situation comedies, entertainment specials, award shows, and even a giant game show in Paris, France. Now, with Bizazz Media, he is calling on his Hollywood contacts and his vast array of experience to produce innovative, effective training and image-making programs for the world of business.

About Bizazz Media

Bizazz Media is a new company with an experienced vision. The business training programs that they produce are engaging, informative, amusing, and never dull. The message is clear, and the delivery is entertaining.

The company has set a new media standard, going beyond traditional training programs to create...

ENTER-TRAINMENT.