

Trainer's Guide
All Washed Up

by VitalSmarts

**For Evaluation Only
Not To Be Used For Training!**

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Address all inquiries to:

Star Thrower Distribution Corporation

26 East Exchange Street, Suite 600, St. Paul, Minnesota 55101 | PH: 800.242.3220 | EM: info@starthrower.com | Fax: 651.602.0037 | www.starthrower.com

About Star Thrower Distribution Training Programs

Star Thrower Distribution develops meaningful training programs intended to make an impact and enhance learning at all levels. The programs, designed to clearly teach new ideas, inspire viewers to take action and embrace change.

Because the fundamental purpose of training is learning, our materials are designed to make learning more effective. Our programs help viewers learn by understanding the topic, recalling the information, and applying it after the training has concluded. Successful training means participants can use what they have learned and take action because of the experience. Through effective storytelling, our programs quickly captivate the viewer and appeal to a wide spectrum of organizations. Star Thrower titles clearly introduce the concept, and the memorable stories create a strong connection for the viewer. The programs and support materials encourage the viewer to apply what they have learned as it is relevant to their personal and/or organizational values.

USING A STAR THROWER TITLE

Star Thrower titles can be used as independent learning experiences, or as part of other specific initiatives. In both circumstances, the programs help engage the participant and encourage creativity and a willingness to change.

Additionally, because the content presented in the program is fundamental and offers simple, yet solid

learning points, viewers from a broad spectrum of organizations and audiences can apply what they learn to their own situation.

Star Thrower programs are developed to help the trainer thrive. They include a variety of support materials to make teaching easier for the trainer and learning easier for the viewer. The trainer has multiple options to make the training successful; trainers are encouraged to review the included support materials, determine which sections are relevant to their needs, and consider how the information applies to their organization.

MATERIALS INCLUDED WITH ALL WASHED UP

Washing Hands short program: Included with *All Washed Up*, is a brief program that discusses specifically HOW to properly wash your hands.

Trainer's Guide: This guide is intended to help the leader develop a successful training session. It includes a group activity, as well as general questions to use as a group.

Posters: Four poster PDFs are included. These can be printed and posted around common areas such as restrooms, kitchens, cafeterias, etc.

Quiz: This quiz is appropriate after watching both *All Washed Up* and *Washing Hands*, and will help to reinforce the learning.

About All Washed Up

About the film

All Washed Up is a short program that discusses two topics: what it takes to get people to change their behavior, especially when it's hard AND hand hygiene. Join fourteen year old Hyrum Grenny as he takes us through the process of figuring out what it takes to get the toughest subjects, kids, to wash their hands! In this six-minute short, viewers will learn about insightful strategies for influencing behavior change.

Trainers can utilize all of the support materials included with *All Washed Up* to generate conversations about both of these important subject matters.

About VitalSmarts

An innovator in corporate training and organizational performance, VitalSmarts helps teams and organizations achieve the results they care about most.

With award-winning training products based on more than 30 years of ongoing research, VitalSmarts has helped more than 300 of the Fortune 500 realize significant results using a proven method for driving rapid, sustainable, and measurable change in behaviors. VitalSmarts has been ranked twice by Inc. magazine as one of the fastest-growing companies in America and has taught more than 2 million people worldwide.

VitalSmarts is home to multiple training offerings, including Crucial Conversations®, Crucial Confrontations™, and Influencer Training™. Each course improves key organizational outcomes by focusing on high-leverage skills and strategies. The VitalSmarts authors have written three New York Times bestsellers, *Influencer*, *Crucial Conversations* and *Crucial Confrontations*. VitalSmarts also offers on-site consulting, research, executive team development, and speaking engagements.

www.vitalsmarts.com

Motivation to Change

In *All Washed Up*, Hyrum takes viewers through an experiment that tries to answer the question: what does it take to get people to change their behavior, especially when it's hard. Through various methods, he discovers what influences motivate kids to change their behavior and wash their hands.

The program finds that combining the four influences listed below help significantly when trying to modify behavior in the hand washing example:

1. Personal Motivation
2. Change Environment
3. Deliberate Practice
4. Social Influence

While in this example, social influence and peer pressure seemed to make the most dramatic improvement, the change was likely a combination of all four.

Motivation to Change Group Exercise

1. Break participants up into three to four small groups (ideally each group will have between 8 to 10 people).
2. Ask them to identify a common behavior, practice, or area of improvement that needs attention within their team or organization. The scale of topics can range from what may be considered minor changes, to those of greater importance.
3. Remind all participants of the four influences discussed in *All Washed Up*:
 1. Personal Motivation
 2. Change Environment
 3. Deliberate Practice
 4. Social Influence
4. Give each group about 10 minutes to consider their topic, and how they can potentially change behavior within the context of the four influences discussed in the program.
 - » How can they begin to change the behavior?
 - » Which of the four influences might be the most successful?
 - » Would it be possible to initiate this in a real-life/work situation? Why or why not?
5. Come back together as a large group. Ask each group to briefly discuss their topic.

Let's Wash Our Hands

INFORMATION FOR THE TRAINER

All Washed Up discusses how combining the four influences of personal motivation, changing environment, deliberate practice, and social influences can help significantly when trying to modify behavior.

It's also important to make sure that people in your organization know how to properly wash their hands and create correct habits.

What is the best way to wash your hands?

- Wet your hands with warm water
- Use soap and rub your hands together (regular soap is fine, it doesn't need to be anti-bacterial)
- Scrub your nails and in between your fingers for at least 20 seconds (try singing the Happy Birthday song twice)
- Rinse your hands thoroughly with warm water
- If possible turn off the faucet with a paper towel or your elbow

If a sink is available in your facility, set aside some time during your training session to allow members to practice washing their hands. Remember, deliberate practice is an important part of changing behaviors.

Additionally, we recommend that you post the posters included with *All Washed Up* in the kitchen, bathrooms, and wherever else there are sinks to remind people to always wash their hands.

What if soap and water aren't available?

Alcohol based gel and wipes are a good alternative. They don't remove dirt, but the alcohol does kill germs. Make sure to apply a generous amount of gel and rub until dry.

Besides washing your hands consistently, there are other ways to curb the spread of germs in your organization.

- Avoid touching your face
- Sneeze or cough into a tissue you can throw away
- If a tissue isn't available, be sure to always cover your mouth and wash your hands immediately
- Stay home if you're sick

This would also be an appropriate time to have a brief discussion regarding your organization's sick/pto policy.

All Washed Up » Group Questions

1. In your opinion, which of the four influences listed in the film is the most powerful/impactful? Why?
2. *All Washed Up* uses hand washing as the behavior to change. What behaviors need to change in your organization? Do you believe this is more or less challenging than hand washing? Why?
3. Are there other ways to help change behaviors not discussed in the program? What are they?
4. Has your team/organization tried to change behaviors in the past? Was it successful or unsuccessful? If it was unsuccessful, would trying again using components from this program help?

A: In your opinion, why do you believe it took all four influences to make a difference in *All Washed Up*?

B: Why do you think the most change occurred after adding #4, social influence?

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