

Re-Imagining—Leadership, Organizations, Education and Business.

Restoring—Ourselves.

We All Win: Fanagalo™ 2

Business Lessons From the African Bush

Reverse Mentoring for High Performance Teams (Film 2 of 2)

Leader's Guide

Choose to Share Even in Conflict.

Coach Up-Down-Sideways.

Master Fear and Surrender Control (Ego).

Reward Risk Takers.





RESET & RE-IMAGINE™ the Future Series
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The following facilitation guide is based on work originally developed by Groh Productions Inc.

About GROH™

GROH™ leads uniquely deep authentic organizational change with sustainable dramatic results by helping people and organizations radically reinvent their future and success implementing customized strategies using films, live training and consulting with knowledge sharing media platforms.

GROH™ Live Learning services are designed to lead deep radical sustainable change in high performing organizations designed with practical methods of shared authenticity for innovation.

GROH™ Reset & Re-Imagine™ the Future – Change, and Leadership Digital Media Library & Series focuses on the radically new kinds of management skills every leader must master in this rapidly changing world where the social implications for how we relate to one another have changed even more dramatically than the business changes which have already taken place.

Master your fears.
Subsume your ego.
Surrender Control
Go to the edge.
Get uncomfortable.
Share what you know.



RESET & RE-IMAGINE™ —Digital Content & Library Series

Re-imagining—Leadership, Organizations, Education, & Business.
Restoring—Ourselves.

A twenty-part original series developed by GROH™ identifies and will help your organization transform from “the way it has always been” to understanding the need for companies to enlist, support and evoke constant change. This digital media series designs new kinds of cultures of learning to ensure that every individual in an organization becomes an actively vibrant contributing part of the vision and deep change in order to remain successful and competitive.

Talent development every day—becomes as critical as keeping talent in an organization and nurturing constant growth.

Success in the twenty-first century looks completely different than it did in the twentieth century and organizations willing to completely rethink the model for the future just might find how to create the critical connections needed for success in this new relationship economy based on trusted relationships instead of power.

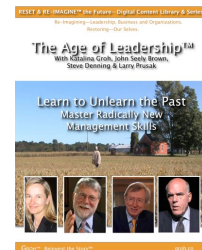
New Releases: January 2011**The Age of Leadership™**

With John Seely Brown, Steve Denning,
Katalina Groh and Larry Prusak

Learn to Unlearn the Past.

Master Radically New Management Skills

(Filmed in Malaysia, India, Nepal, China, Bangladesh, Indonesia, United Kingdom, United States, Africa, and Germany)

**We All Win: Fanagalo™ 1**

Business Lessons from the African Bush:

Customer Service of Authenticity (Film 1 of 2)

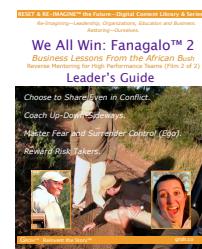
(Filmed in South Africa, with Real People/Real Stories™)

**We All Win: Fanagalo™ 2**

Business Lessons from the African Bush:

Reverse Mentoring for High Performance Teams (Film 2 of 2)

(Filmed in South Africa with Real People/Real Stories™)



Coming Soon:**Everything Is Connected™**

With Abe Thompson

Accountability: Leading Deep Change with Personal Responsibility (and Joy)

A Four Part Series on Communication, Diversity, Training New Managers, Customer Service
(Filmed in Michigan, Indiana and Illinois)

**Reset and Restore™**

With Katalina Groh

The Path Forward Starts Within

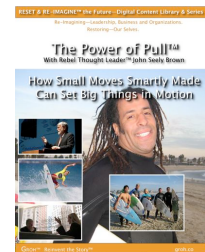
(Filmed in India, Nepal, China, South Africa, Michigan, Illinois, California)

**The Power of Pull™**

With Rebel Thought Leader™ John Seely Brown

How Small Moves Smartly Made Can Set Big Things In Motion

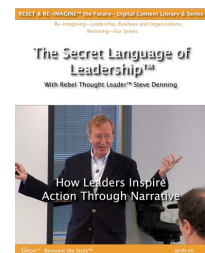
(Filmed in California, Florida, Illinois, Michigan)

**The Secret Language of Leadership™**

With Rebel Thought Leader™ Steve Denning

How Leaders Inspire Action Through Narrative

(Filmed in Oxford United Kingdom, Illinois, Washington DC)



The Edge™

With Rebel Thought Leader™ John Seely Brown

New Management Model for Radical Innovation

(Filmed in Los Angeles, Chicago, Michigan, Florida and Hawaii)



Practicing Possibility™

With Real People Real Stories™

The Language of Authenticity and Change

(Filmed in Toronto Canada with)

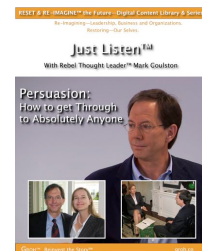


Just Listen™

With Rebel Thought Leader™ Dr. Mark Goulston

Persuasion: How to get Through to Absolutely Anyone

(Filmed in Chicago and Los Angeles)

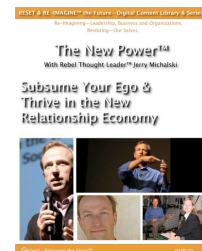


The New Power™

Rebel Thought Leader™ Jerry Michalski

Surrender Control & Thrive in the New Relationship Economy

(Filmed in Chicago and Los Angeles)



The Tell

With Rebel Thought Leader™ Peter Guber

Connect, Persuade and Triumph

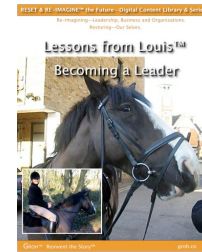
(Filmed in Los Angeles)



Lessons from Louis™

Becoming a New Leader

(Filmed in the United Kingdom)



The Gentlemen Farmer™

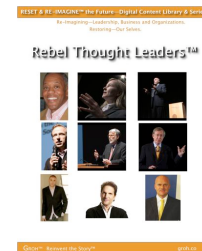
The Secret—to George Washington's Leadership & Startling Innovations

(Filmed in Virginia)



Rebel Thought Leaders™

(Filmed in the United Kingdom and United States)



See What You Want to See™

Celebrate What's Possible in Every Moment

(Film series Filmed in India and Nepal Himalayas)

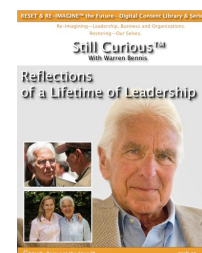


Still Curious™

With Warren Bennis

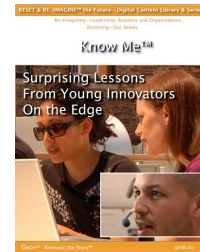
Reflections on Becoming a Leader

(Filmed in Los Angeles)



Know Me™

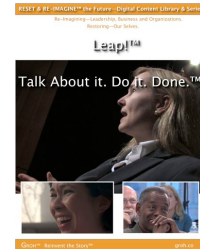
Surprising Lessons From Young Innovators on the Edge



Leap!™

With Katalina Groh

Talk About it. Do it. Done.™



The Choice™

Personal Leadership and Deep Change
Transform Yourself First.
Transform Your World.

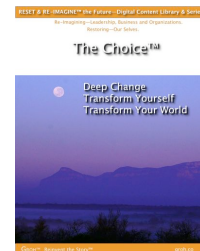


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***We All Win: Fanagalo™ 2* Educational & Training Program**

INTRODUCTION

(Film 2 of 2)

We All Win: Fanagalo™ 2 - Business Lessons From the African Bush *Reverse Mentoring for High Performance Teams*

This program was created to educate and engage an audience and/or organization on the benefits of what is referred to as “reverse mentoring and mentoring”. These practices can develop talent and create an environment that can support a deeper commitment to communication, teamwork and customer service than ever thought possible.

We All Win: Fanagalo™ 2 illustrates techniques that support employee growth professionally and personally. These techniques can be applied immediately to help service professionals be more effective and develop better relationships amongst themselves and with their customers.

The program illustrates how individuals can connect, learn from each other and as a result provide a better customer experience than previously thought possible.

Mentoring does not have to fit in line with a hierarchical structure. “Reverse mentoring” means that knowledge can be shared in any direction – top-to-bottom, sideways, and bottom-to-top.

This process will be most effective when it involves all the members of the organization since it encourages openness and communication on the part of individuals. The process supports an environment based on the principles of life long learning and shared success while helping individuals grow and achieve their personal and professional goals.

Your Thought Leaders

This program contains thoughts and wisdom from some of the 21st century's most profound thought leaders.

Katalina Groh, Founder and Publisher, GROH™ author and speaker

GROH™ designs innovative media and technology solutions to implement sustainable change by helping organizations reinvent their story and strategy using films, live training and new technology platforms for knowledge sharing. For fifteen years GROH has filmed research of best practices at many of the world's most innovative organizations most of which is now available for use in the Digital Content Library. GROH Live Learning Facilitation™ is a blended solution including consulting, training, certification, IT solutions, strategy and communication tools. The customized solutions are designed to create change models for management whether an organization is looking to improve upon competencies to global organizations focused on leading radical deep change and keeping talent.

GROH™ launched a new internet leadership and change channel GROHTV™ in 2010.

GROHTV™ brings together the most sought after thought leaders and dynamic real customers to help co-create a broad knowledge base of storytelling and knowledge sharing best practices.

GROH Live Learning Consulting Services™ works with Fortune 500 organizations, government agencies and global non profits alike to design media-based knowledge sharing and leadership software solutions.



Martin Addison, CEO of Video Arts

Video Arts is renowned for entertaining media rich content which delivers engaging and memorable training messages. It has delivered e-learning and video content to customers in over 50 countries across the corporate, government and not-for-profit sectors since 1972.

With over 20 years of experience, he is a key figure in the learning industry, responsible for developing leading-edge learning technology solutions.



We All Win: Fanagalo™ 2 Educational & Training Package

You have purchased this training package from GROH™ to present a training session in your organization. The contents of this package include:

- ***We All Win: Fanagalo™ 2 - Business Lessons from the African Bush*** DVD, Digital Media File, or Stream: You will want to review the program several times to internalize the key learning points so you can provide a valuable training experience.
- **Facilitator Materials:** Materials have been designed to help you facilitate either a one-hour or three-hour training session. Feel free to modify these materials to meet the specific needs of your audience.
- **Participant Materials:** Several handouts have been created to aid in your facilitation. You may wish to develop additional participant materials based on your final session design.
- **Session PowerPoint:** We have created two session PowerPoint files that can be used in either your one-hour or three-hour session.

Please feel free to modify this training material to provide an experience that makes the most sense for your audience.

The key to a successful session is helping your audience connect the learning points to their service, leadership, communication, innovation and strategy challenges. We hope we have provided a valuable tool to aid your leaders in their leadership journey.



Reproduction of Materials

Like you, we value our business. We would appreciate your cooperation in following our procedures for reproducing/copying materials included within this package.






Please do not make copies of, rent or sell any of the following package materials:

- ❖ DVD
- ❖ Facilitator's Guide
- ❖ PowerPoint

Feel free to copy any part of the participant materials for use in your session.

ICON Description

The icons noted below will assist you in your training process. You will see them in the Facilitator Notes section of this guide.

	Speak	This is information you should tell or say to your participants.
	Discuss	This indicates the need to facilitate group discussion.
	DVD Digital Media Files Stream	This indicates the playing of the film, We All Win.
	Flip Chart	This indicates the use of a flip chart to capture key thoughts.
	PowerPoint	This indicates reference to a PowerPoint slide.

Preparing for Your Training Session

Your Role as Facilitator

The role of facilitator is critical in the success of this training initiative. While the standard role of content sharing is still important, a second a maybe even more essential role also exists. This second role calls for you as a facilitator to facilitate a whole new way of reverse mentoring and mentoring. As a facilitator, you should review all package materials; view the DVD/Digital Media File/Media Stream several times—making sure to take notes to help your own comprehension and application so as to provide the needed leadership required to make the most of this session for your audience.

Tips for Successful Session Preparation

Meeting Preparation

- ☐ Training Invitation (example pg. 47). Be sure to provide adequate time for participants to schedule your training session into their busy schedules.
- ☐ Review Session Materials. We have provided materials for either a 1-hour or 3-hour training session. Review and modify the materials to meet the specific needs of your audience and/or organization.
- ☐ Reproduce Participant Materials: Reproduce the appropriate number of participant training materials for your session.
- ☐ Review PowerPoint: Two PowerPoint files, one for a 1-hour session and one for a 3-hour session have been developed for your use.

Location

- ☐ Provide a relaxed environment conducive to learning.
- ☐ Provide appropriate seating for viewing of DVD/Digital Media File/Media Stream, group discussions and taking of notes.

Viewing Equipment

- ☐ Check film playback to ensure proper operation.
- ☐ Have a backup plan. Be prepared in case something goes wrong.
- ☐ Acoustics. Viewing the film includes providing good acoustics for hearing the audio. Be sure to use appropriate speakers to ensure a full viewing experience.

Tips for Adult Learning Transfer & Knowledge Sharing Starters

- Adults learn when they feel they need to learn. Take time prior to your session to identify learning connections that you can share with your audience.
- Adults learn by doing. As much as possible, give your audience an opportunity to participate in your session. Our program materials allow participants to take the lead in several discussion areas.
- Adults learn by solving realistic problems/challenges. If time allows, identify specific organizational issues where participants can apply what they are learning to daily issues.
- Adults learn in an informal environment. Balance the need to guide your session with a relaxed learning environment.
- Adults learn by different training methods. These materials have been designed to appeal to auditory, visual and kinesthetic learners.



Agenda Suggestions

This program has been designed to be used in a variety of methods;

- One Hour Overview – full film play-through and debrief.
- Three Hour Training Session–Seminar with facilitator guidance.
- Organizational Management Mind–Shift through Extensive External Consultation. (See pg. 54 for information on how GROH™ Consulting can partner with your organization.)

The following agenda options are available for your use. Feel free to modify to meet the specific needs of your audience.

One Hour Overview

00:00–00:10	Session Introduction and Discussion of Mentoring & Reverse Mentoring Challenges
00:10–00:30	Introduce and Show DVD / Stream / Digital Media File
00:30–00:40	Key Point Review
00:40–00:55	Development of Personal Action Plan
00:55–01:00	Final Comments, Evaluation, Adjourn

Three Hour Training Session

00:00–00:05	Session Introduction
00:05–00:20	Session Introduction and Discussion of Mentoring & Reverse Mentoring Challenges
00:20–00:40	Activity – Playing Card Activity
00:40–1:10	Introduce and Show DVD / Stream / Digital Media File
01:10–01:20	Film Debrief – General
01:20–01:40	Break
01:40–02:00	Key Points Small Group Discussion
02:00–02:15	Key Points Large Group Presentations
02:15–02:30	Application Activity – Who Can Share What With Whom?
02:30–02:45	Application Activity – Connecting With Our Customers
Optional	Bonus Content Learning Section 1– The Eagle Story
Optional	Bonus Content Learning Section 2 – The Elephant Story
02:45–02:55	Personal Action Plan
02:55–03:00	Final Comments, Evaluation, Adjourn








Facilitating Your Training Session







The following materials will be required for your one or three hour session:







- DVD, Licensed Digital File or Streaming
- Participant materials
- Facilitator Notes
- Name Tags/Tents
- Writing Instruments
- Appropriate Audio/Visual Equipment
- Post-it-Notes (three hour session only)








Conducting Your One Hour Training Session

00:00–00:10	Session Introduction and Discussion of Mentoring & Reverse Mentoring Challenges
    	<p>SHOW: PowerPoint 1 as participants arrive.</p> <p>SHARE: Welcome participants to your training session. Share appropriate background on the materials and how they relate to your organization and the participants. If appropriate, consider tying the topic back to your organizations vision, mission or strategic goals as it relates to mentoring and reverse mentoring.</p> <p>SAY: We've only got a short amount of time today so we're going to jump right into the content we want to review.</p> <p>SHOW: PowerPoint 4 and 5</p> <p>SAY: Today we want to discuss a concept you may think you are already familiar with – mentoring. However, we want to look at it in a new way – a way that can be called “reverse mentoring”. These ideas are important because they can affect how well we learn to do our job as well as influence the way we interact with each other. It is critical for improved communication, teamwork and will ultimately lead to our ability to service our customer better.</p> <p>We're going to look at these issues through watching a film entitled, “<i>We All Win: Fanagalo™ 2</i>”.</p> <p>Before we watch the film though, let's discuss the question I asked you to consider prior to coming to our session.</p>
 	<p>SHOW: PowerPoint 6</p> <p>SAY: In your invitation to this session I asked you to consider some of the challenges you are facing. Let's capture some of them as we introduce ourselves to each other. What are your greatest challenges regarding communication, encouraging ongoing learning or the exchange of information?</p>

 	<p>FACILITATION NOTE: Capture challenges and their thoughts on a flip chart. Aim to collect 5–8 major challenges.</p> <p>SHARE: As participants share their challenges, seek out opportunities to connect their challenges with the content in the film program they are about to view.</p> <p>SAY: We're going to look at these issues through watching a film entitled, "<i>We All Win: Fanagalo™ 2</i>". This thought provoking program will help us to understand how by taking some risks, being open to learning and helping others learn; we can all grow professionally.</p>
00:10–00:30	Introduce and Show DVD / Stream / Digital Media File
   	<p>SAY: The following film will introduce you to several concepts that as we said before can improve communication, teamwork and ultimately the service we provide. Some of the key concepts include:</p> <p>SHOW: PowerPoint 7</p> <ul style="list-style-type: none"> • Choosing to Share • Creating Common Languages • Constructing a Code of Conduct • Rewarding and Respect • Living Your Values • Mastering Fear • Committing – Developing – Keeping Talent <p>SAY: In order to help you focus your attention I want to give each of you one or two of the key concepts to focus on during the film presentation.</p> <p>Take notes so that we can look at how these concepts can help us to deal with the challenges within our company after the film.</p> <p>FACILITATION NOTE: Assign one or two concepts to several people in the room. The purpose of this is to help the participants focus their note taking to a certain segment of the presentation and to promote learning through the teaching of others.</p> <p>SHOW: DVD / Stream / Digital Media File</p>







00:30–00:40	Key Point Review
 	<p>ASK: What were some of the key concepts that resonated with you in watching the film?</p> <p>(Allow responses)</p> <p>FACILITATION NOTE: Make sure participants cover as many of the key concepts from the film as time allows:</p> <ul style="list-style-type: none"> REVIEW AND MAKE SURE KEY CONCEPTS ARE REVIEWED <p>Use PowerPoint 8–15 as needed to bring out the key concepts on each of the slides.</p>
00:40–00:55	Development of Personal Action Plan
   	<p>SAY: The most important part of any training is not what we do here but what we do when we leave. With that in mind, what I would like to do is have you work with me to take some of the key concepts we just learned and apply them to the challenges we talked about before watching the film.</p> <p>SHARE: Have participants review the flip chart pages where their top challenges were captured.</p> <p>After 3–5 minutes, have each group share their thoughts with the whole group. Share your own thoughts and ideas as the groups share theirs.</p> <p>FACILITATION NOTE: Provide each participant with a blank copy of the Action Plan.</p> <p>SAY: To help you focus your effort, I'd like each of you to take a few minutes and think very specifically about how you could use some of the ideas from today's session. I would like you to commit to two or three actions. Think about information or an understanding that you have that you could share and whom you could share it with.</p>


Conducting Your Three Hour Training

00:00–00:05	Session Introduction
	<p>SHOW: PowerPoint 1 as participants arrive.</p>
	<p>SHARE: Welcome participants to your training session. Share appropriate background on the materials and how they relate to your organization and the participants. If appropriate, consider tying the topic back to your organizations vision, mission or strategic goals as it relates to mentoring and reverse mentoring.</p>
	<p>SHOW: PowerPoint slides 4 and 5</p>
	<p>SAY: Today we want to discuss a concept you may think you are already familiar with – mentoring. However, we want to look at it in a new way – a way that can be called “reverse mentoring”. These ideas are important because they can affect how well we learn to do our job as well as influence the way we interact with each other. It is critical for improved communication, teamwork and will ultimately lead to our ability to service our customer better.</p> <p>When we learn to use these ideas it will have an effect that our customers can see and feel. We become a more effective team. Being a more effective team can in turn help us as an organization connect with our customers in a new way. The key concepts we are going to cover today include:</p>
	<p>SHOW: PowerPoint 6</p>

**SAY:**

- **Choosing to Share Information:** It may seem odd but there is actually a conscious decision we need to make in terms of how we keep or share information.
- **Create Common Languages:** This may seem like something we take for granted but every organization and every community develops its own language – a jargon. We need to look and think about how we communicate so we can understand how it affects us.
- **Construct a Code of Conduct:** We need to work through the kinds of behavior that are acceptable and those interfere with our working relationships.
- **Reward Respect and Authenticity:** While it sounds pretty basic, we need to realize that it is important to recognize co-workers who demonstrate genuine respect and are able to express their thoughts and feelings in an authentic way. It's important to understand that hiding our thoughts and feelings can actually harm our work relationships. This, in turn, can affect the service we provide to our customers.
- **Live Your Values:** Our customers can tell we enjoy what we do – and we would like to have our values here at work be consistent with the values you hold as an individual.
- **Master Fear:** We all have certain concerns or “fears” and we have to understand that if we can help each other face our fears – we can grow professionally. And this, again, is something our customers can see and feel.
- **Commit to Developing and Keeping Talent:** We need to understand that as an organization – it is in our long term interest to commit to developing and keeping talent. Generally speaking, people want to grow professionally and personally. If we can provide opportunities for growth here at our organization, we have a better chance of attracting and retaining people who actively seek personal and professional growth.

	<p>SAY: We're going to look at these issues through watching a film program entitled, "<i>We All Win: Fanagalo™ 2</i>". This thought provoking program will help us to understand how by taking some risks, being open to learning and helping others learn; we can all grow professionally and serve our customer better.</p>
<p>00:05–00:20</p>	<p>Session Introduction and Discussion of Mentoring & Reverse Mentoring Challenges</p>
    	<p>SAY: In your invitation to this session I asked you to consider some of the challenges you are facing. Let's capture some of them as we introduce ourselves to each other. What are your greatest challenges regarding communication, ongoing learning or the exchange of information?</p> <p>SHOW: PowerPoint 7</p> <p>FACILITATION NOTE: Ask participants to introduce themselves. You might ask them to share their name, role and how long they have been with the organization. Additionally ask each of them to share their challenge</p> <p>Be sure to capture greatest challenges on a flip chart page for future reference.</p> <p>SHARE: As participants share their challenges, point out ideas they should look for in the film that may give the may give them some ideas to consider.</p> <p>SAY: Thanks for sharing your challenges. My hope is that through our discussions today, watching the film program and looking at what each of us can personally do we can gain some insight into how to deal with some of these issues which challenge us. I hope we can create powerful new context for a change in which every individual can not only thrive and uniquely contribute but also create value and impact for the organization.</p>

00:20-00:40	Activity – The Playing Card Activity
	<p>FACILITATION NOTE: Reduce this activity by 5 minutes if either of BONUS CONTENT LEARNING SECTIONS will be included in the program.</p> <p>SAY: Providing an environment that is safe and promotes the process of communication and teamwork and is critical to business success – this is accomplished in many ways, including a common or shared language, mutual respect, a willingness to be “vulnerable” – the ability to acknowledge our shortcomings or limitations. But we also need to realize that knowledge needs to be shared for mutual success. In many cases we have called this mentoring.</p> <p>FACILITATORS NOTE: Use a standard card deck but remove the face cards and 10’s. Adjusts the number of suits and cards to fit the number of participants. For example, if the group will be divided into two or three groups – use only two or three suits of cards. Likewise, if there will only be five members in each group; only use enough cards of the same suit for each group.</p> <p>Have participants find their “card suit” partners, this will divide your full group into four individual groups. Assign each one of the groups one specific department within any typical organization (i.e., production, marketing, customer service, finance, sales, etc.) to discuss “mentoring and reverse mentoring” as it relates to a new way of working, mentoring, reverse mentoring and inter-departmental communication.</p> <p>What the participants do not know is that the number on their card signifies their rank in the department – 2’s are directors, 3’s are managers, 4’s are supervisors and 5’s through 9’s are front line employees.</p>



SAY: While in your groups discuss the question “how has the amount of information we need to have in order to our jobs changed in recent years – and what do we expect to happen in the future in regard to where we get new information?”



FACILITATION NOTE: Following your discussion, each group (or suit) selects someone to speak on the group’s behalf and summarize the thoughts of their group.

FACILITATION NOTE: Allow approximately 5–7 minutes for the groups/suits to meet and discuss the topic. At that time, stop the discussion and ask a representative from each group to speak on their group’s behalf and explain their responses to the question.



Take notes on a flip chart as it seems appropriate. Point out common answers or answers that show similarities or differences in perspective.



SAY: Now I would like you to discuss a second topic while still in your same groups. The new topic is “how does the way we exchange information with each other effect our customers (internal or external) ?

FACILITATION NOTE: As before, someone in each group will speak on behalf of the group.



FACILITATION NOTE: At this time you will advise the participants that the numbers on their card are significant. The lower the number, the higher the individual’s rank within their department/suit.

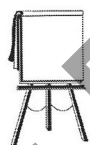


SAY: As before, you may wish to provide flip chart pages for their use in capturing thoughts. After 5–7 minutes have the groups share their thoughts with the rest of the participants.

FACILITATION NOTE: Debrief the activity by asking one person from each group/suit to summarize the thoughts of the particular group. Make notes as with the prior discussion highlighting similarities and differences.
















SAY: Did anybody notice a difference in how the discussion flowed when you knew who was higher in rank than when you did not?








FACILITATION NOTE: The key learning point here is that the status of an individual can influence the way individuals are perceived whether they realize it or not. The challenge is to not let a person's relative status get in the way of exchanging information.







It is expected that participants interacted differently when they had no designated rank in the session or were acting on the status people had before coming into the session. There may have been a different dynamic when people had an assigned status.






00:40–01:10	Introduce and Show DVD / Stream / Digital Media File
  	<p>SAY: Now that we've identified some of the reasons we may want to think about how we communicate, learn and share information customers, let's watch the film that we are basing our program on today. The film will introduce you to the idea of mentoring and reverse mentoring. In watching the film pay particular attention to how they are sharing information and mentoring one another. Notice how changing the ways they communicate and work together help the people in the film grown professionally. Also, notice how the way in which the co-workers interact ultimately affects the experience they provide to their guests.</p> <p>SHOW: Refer back to PowerPoint 6</p> <p>FACILITATION NOTE: Instruct participants to watch and keep track of key points throughout the entire program. Assign one or more key points to groups or individuals and ask them to take specific notes on their content area and be ready to share their thoughts with the rest of the group later in the session.</p> <p>SHOW: DVD / Stream / Digital Media File</p>
01:10–01:20	Film Debrief–General
  	<p>ASK: What were some of the key ideas that resonated with you in watching the film.</p> <p>(Allow responses)</p> <p>FACILITATION NOTE: Since participants will be discussing the major content areas in more detail you will want to keep this discussion high level. Make notes on flip chart.</p> <p>SAY: Thanks for sharing. When we return from break your groups will have an opportunity to get together and prepare a presentation for the rest of the group on your area of emphasis.</p>
01:20–01:40	Break

01:40–02:00	Key Points – Small Group Discussion
   	<p>SAY: Thanks for coming back from break on time. As we get into the next part of our session I'm going to turn it over to you. We all know that we learn best when we teach others so I'm going to ask your groups to teach the rest of the group about your respective key concepts and learning points. I want each of you to take a few minutes to get together and prepare some comments and ideas about how we could start using the key concepts that were assigned to your group.</p> <p>FACILITATION NOTE: At this point, have each of the groups that were established earlier take the key concepts they were assigned earlier and ask them to identify ways that their department or organization can further utilize the concepts.</p> <p>SHOW: Refer back to PowerPoint 6</p> <p>FACILITATION NOTE: You may wish to provide participants with a blank flip chart page and marker for them to capture their information and ease of sharing. Allow groups 5–7 minutes to discuss and note their thoughts.</p>
02:00–02:15	Key Points – Large Group Presentations
  	<p>SAY: I appreciate you taking this seriously and pulling together your thoughts and ideas.</p> <p>FACILITATION NOTE: Ask each group to present their thoughts and ideas. Each group will talk about how that concept could be implemented within the organization.</p> <p>As they do, do your best to connect the content to their daily lives and responsibilities</p> <p>FACILITATION NOTE: Use PowerPoint slides 9 through 15 to help participants address key points if necessary.</p>

 	<p>SHOW: PowerPoint slides 9 through 15 if needed.</p> <p>SAY: Thank you, that was good discussion. Now I would like us to take some these ideas and apply them our situation.</p>
02:15–02:30	Application Activity– Who Needs to Share What with Whom?
 	<p>FACILITATION NOTE: Reduce this activity by 5 minutes if either of BONUS CONTENT LEARNING SECTIONS will be included in the program.</p> <p>SHOW: PowerPoint 16</p> <p>FACILITATION NOTE: Have large post-it notes or easel pad sheets hung around the room. Each sheet should have the name of one department or area of the company. In this activity participants will use post-it notes to track what ideas or subjects they think need to be understood by other parts of the organization.</p> <p>SAY: Now I would like to get even more specific to our organization. What are subjects or topics that need to be understood?</p> <p>I would like you to take three post-it notes. On each post-it-note write down one topic or subject that you think another area of the organization should understand about your area of responsibility.</p> <p>After you write down the topic, put it on the sheet of the department that you think needs that knowledge.</p>

	<p>FACILITATION NOTE: After participants have finished placing their post-it-notes in the different areas facilitate discussion based on themes or issues that you see.</p> <p>Tell participants that you will take these sheets and give them to each of the department heads and challenge them to follow through and ask for this information. (As an alternative, if individuals from the respective areas are in the session you could ask them to take the flip chart page back to their leader.</p> <p>SAY: Now that we have identified some important topics that we think each area of the company should understand let's think about how that improved understanding could shape the experience of our customers.</p>
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02:30–02:45	Application Activity – Connecting With Our Customers?
     	<p>SAY: We live in a constantly changing world—and getting to know and identify with our customers on a daily basis is crucial to success. In many cases we may think we have a good relationship with customers when in reality, the relationship we have is a superficial one. The service providers of the future need to develop relationships that go beyond day to day transactions. Instead, as we look to providing service in the future—our goal is to develop relationships where we truly understand and can aid our customers in meeting their personal and organizational goals.</p> <p>There are several things you can do to take your customer relationships to another level.</p> <p>SHOW: PowerPoint 17</p> <p>SAY: Now I would like you to connect some ideas we’ve been discussing today. Let’s take the discussions we have had about how to use mentoring/reverse mentoring and the other key concepts and think about how these ideas can help us develop better relationships or provide better experiences for our customers.</p> <p>SHARE: Share the following information with participants adding personal thoughts and ideas where desired.</p> <p>SAY: Let me help you a bit with some suggestions – for each idea think about how our use of the ideas could enhance our customers’ experience.</p> <p>ASK: In looking at these elements for developing an exceptional organization, which do you think we do well as an organization and which do you think we could improve?</p> <p>FACILITATION NOTE: Allow and facilitate discussion on the topic.</p>

OPTIONAL SECTION 1	BONUS CONTENT LEARNING SECTION 1 The Eagle Story
    	<p>FACILITATION NOTE: The materials include two Bonus Content Learning Sections; Section 1–The Eagle Story and Section 2 – The Elephant Story. Section 1 – The Eagle Story includes is appropriate for all participants may be most relevant to people in leadership roles or those who hope to grow into a leadership position. Including this film segment requires that prior activities be reduced by 5 to 10 minutes.</p> <p>SAY: One of the points raised in the film we saw earlier is the need for us to be willing take risks. This is an important point and I think it is worth giving further consideration to this idea.</p> <p>There is another short film I think you find interesting. It is called “The Eagle Story”.</p> <p>SHOW: DVD / Stream / Digital Media File</p> <p>SAY: What are your thoughts about this film?</p> <p>FACILITATION NOTE: Allow the group to share their thoughts.</p> <p>SAY: I would like to encourage you to be honest with yourself and think about your fears and how you might be able to challenge yourself to take a chance and find a way to conquer your fears.</p>

**OPTIONAL
SECTION 2**
**BONUS CONTENT LEARNING SECTION 2 –
The Elephant Story**
FACILITATION NOTE:

Bonus Content Learning Section 2 –The Elephant Story is appropriate for all groups. It contains an inspirational message about not being overwhelmed and losing hope when facing what seem to large issues.

Including this film segment requires that prior activities be reduced by 5 to 10 minutes.



SAY: I am sure we can all recognize times when we have been faced with issues or tasks that seem too large to deal with. There is an additional film I would like to share with you that may provide some thoughts helpful thoughts in how we choose to see and approach large or difficult challenges.

This section is called “The Elephant Story”.



SHOW: DVD / Stream / Digital Media File



SAY: Do you see any ideas in this film that you can use? What are some of the large challenges we face here at work and where could we apply this idea?



FACILITATION NOTE: Allow group discussion.








SAY: The key is to understand that some challenges can sometimes overwhelm us. What does this tell us about we as individuals or work teams and departments should approach issues?



FACILITATION NOTE: Allow group discussion.



SAY: Thank you for those ideas. Now we need to think about how we can will use what he have learned today.

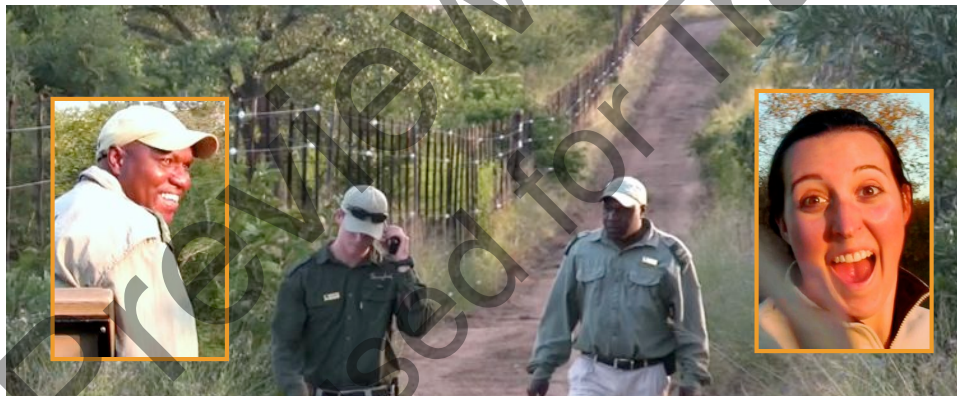
02:45–02:55	Personal Action Plan
   	<p>SHARE: Refer participants to the Personal Action Plan (pg. 48)</p> <p>SAY: The most important part of any training session is not the time spent in the classroom but what you do with the information when you leave. With that in mind, I want to give you a few minutes to consider what we've talked about today and what you might be able to do differently as you leave.</p> <p>FACILITATION NOTE: Allow participants 5 minutes to complete the Personal Action Plan. If time allows, have participants get together with one or two other individuals and share their thoughts.</p> <p>SHOW: PowerPoint 18</p> <p>SAY: Here are a few ideas for your consideration. Do you have any thoughts about these?</p> <p>FACILITATION NOTE: Lead discussion as seems appropriate.</p>
02:55–03:00	Final Comments, Evaluation, Adjourn
	<p>SAY: Thanks for taking time today to look at a new way of thinking as it relates to our organization and your and how mentoring and reverse mentoring.</p> <p>It is my hope that you can take at least three ideas away from today that you can implement immediately. Providing a level of understanding where we have a relationship with our co-workers, customers ...REMEMBER: When we all learn together, we rise above our fears and WE ALL WIN.</p> <p>FACILITATION NOTE: If desired, you can ask participants to complete the session evaluation supplied.</p>

We All Win: Fanagalo™ 2 **One Hour PowerPoint**

RESET & RE-IMAGINE™ the Future— A GROH™ Series on Change & Leadership Digital Media Library

Re-Imagining—Leadership, Organizations, Education, and Business
Restoring—Ourselves.

We All Win: Fanagalo™ 2 ***Business Lessons From the African Bush*** Reverse Mentoring for High Performance Teams (Film 2 of 2)



We All Win: Fanagalo™ 2

Reverse Mentoring for High Performance Teams

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We All Win: Fanagalo™ 2

Reverse Mentoring for High Performance Teams

It's Time. Hit the Reset Button.

Re-Imagine:
Leadership
Organizations
Education
Business

Restoring:
Ourselves

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We All Win: Fanagalo™ 2

Reverse Mentoring for High Performance Teams

Key Points

- How we can all learn from each other?
- How we can all teach each other?
- Our learning effects our professional growth.
- We may need to make decisions that seem challenging.

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*We All Win: Fanagalo™ 2**Reverse Mentoring for High Performance Teams*

Key Points

- We can transform our organization through sharing our experiences and knowledge.
- Our improved knowledge and teamwork can be seen and felt by our customers.
- Truly effective mentoring requires honesty, trust and vulnerability.

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*We All Win: Fanagalo™ 2**Reverse Mentoring for High Performance Teams*

What are your greatest challenges regarding communication, encouraging ongoing learning or the exchange of information?

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*We All Win: Fanagalo™ 2**Reverse Mentoring for High Performance Teams*

Key Concepts

- Choosing to Share Information.
- Create Common Languages.
- Construct a Code of Conduct.
- Reward and Respect Authenticity.
- Live Your Values.
- Master Your Fear.
- Commit to Developing and Keeping Talent.

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*We All Win: Fanagalo™ 2**Reverse Mentoring for High Performance Teams*

Choose to Share, Even in Conflict

- Richard and Ishmael partnering.
- Understanding roles.
- Understanding differences.
- Understand goals.
- Understand benefits.



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*We All Win: Fanagalo™ 2**Reverse Mentoring for High Performance Teams*

Coaching in Every Direction

- Storytelling.
- Learning experience.
- Coaching environment.
- Benefits of this process.



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Create a Common Language

- Purpose and reason for communication.
- Common language needs — examples.
- Benefits of collaboration in communication.

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Construct a Code of Conduct

- Why are there rules and boundaries?
- Protection of work environment/efficiency through coordination.
- Vision.
- Turf Wars.
- Guest Expectations.
- Consistency/standards.
- Policy and Procedure.
- Values and Recognition.

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Reward and Respect Authenticity

- Responsibility for change and reward.
- Shared value recognition



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Living Your Values Keeping it Real

- Understanding individuality makes it real.
- Learning from others and sharing/giving.
- Future for success and survival in all business.

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*We All Win: Fanagalo™ 2**Reverse Mentoring for High Performance Teams*

Master Fear Surrender Control (and Ego)

- Recognize fear.
- Subsume ego.
- Share knowledge openly.
- Reverse mentoring to grow and lead.
- Rewards are key.
- Bold counter-intuitive process benefits.
- We all have choices.

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Commit Develop Keep Talent

- Working and supporting one another.
- Learning / experience builds talent.
- Vision for common goal / commitment.
- Develops everyone — All staff have purpose/matter.
- Learning to safely leave fears behind and create new stories.

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Key Thoughts

- We need to learn to share knowledge.
- We may need to make difficult choices in the interest of our professional growth.
- We need to speak a common language.
- We need to follow a common code of conduct.
- Be respectful, be authentic.
- Work together, confront fears.
- All new and uncomfortable process always needs practice.
- Practice.

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We All Win: Fanagalo™ 2 **Three Hour PowerPoint**

RESET & RE-IMAGINE™ the Future— A GROH™ Series on Change & Leadership Digital Media Library

Re-Imagining—Leadership, Organizations, Education, and Business
Restoring—Ourselves.

We All Win: Fanagalo™ 2 ***Business Lessons From the African Bush*** Reverse Mentoring for High Performance Teams (Film 2 of 2)



We All Win: Fanagalo™ 2

Reverse Mentoring for High Performance Teams

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We All Win: Fanagalo™ 2

Reverse Mentoring for High Performance Teams

It's Time. Hit the Reset Button.

Re-Imagine:
Leadership
Organizations
Education
Business

Restoring:
Ourselves

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We All Win: Fanagalo™ 2

Reverse Mentoring for High Performance Teams

Key Points

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Key Points

- We can transform our organization through sharing our experiences and knowledge.
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*We All Win: Fanagalo™ 2**Reverse Mentoring for High Performance Teams*

Key Concepts

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*We All Win: Fanagalo™ 2**Reverse Mentoring for High Performance Teams*

What are your greatest challenges regarding communication, encouraging ongoing learning or the exchange of information?



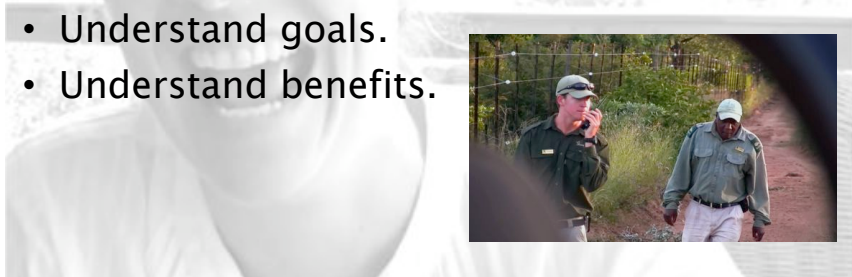
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- Understand benefits.



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Coaching in Every Direction

- Storytelling.
- Learning experience.
- Coaching environment.
- Benefits of this process.



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- Shared value recognition.



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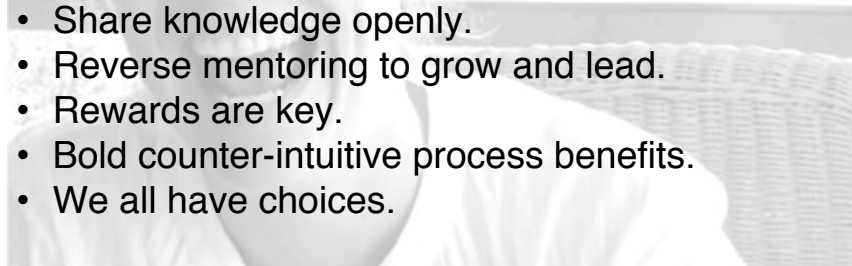
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*We All Win: Fanagalo™ 2**Reverse Mentoring for High Performance Teams*

Master Fear Surrender Control (and Ego)

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- Subsume ego.
- Share knowledge openly.
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Who Needs to Share What with Whom?

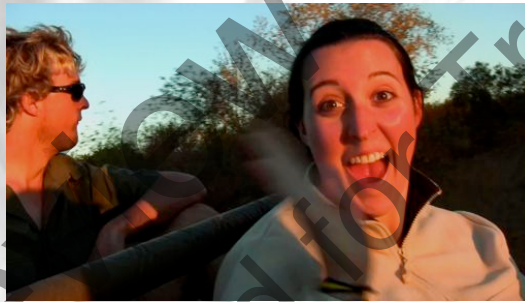


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*We All Win: Fanagalo™ 2**Reverse Mentoring for High Performance Teams*

How do our interactions affect our customer's experience with us?



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Considerations

- We need to learn to share knowledge.
- We may need to make difficult choices in the interest of our professional growth.
- We need to speak a common language.
- We need to follow a common code of conduct.
- Be respectful, be authentic.
- Work together, confront fears.
- All new and uncomfortable process always needs practice.
- Practice.

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Take a Leap
Into What's Possible

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Invitation Memo to Participants

This memo can be sent to your participants approximately two weeks prior to your training session. Modify the memo to fit your specific needs.
(Today's Date)

TO: (Participant's Name)

FROM: (Trainer's name)

SUBJECT: *We All Win: Fanagalo™ 2* - Training Session

An integral part of your job at (Company) is to understand and meet the changing needs and expectations of our customers. We do this in many ways but learning from each other is a valuable tool often overlooked. By lending our knowledge and our stories we are able to share one of the most important assets we possess - experience. We have designed a training session to help us create and enhance our perspective on how we may provide a learning environment through communication, and the sharing of information. We refer to these concepts as mentoring and reverse mentoring. s of new service expectations and how we can best meet them.

During the session you will learn:

- Why it is important to share our experience and knowledge.
- How communication can propel business success.
- Why a code of conduct is crucial.
- Why respect, rewards and values are important to "keeping it real".
- How to master fear and surrender control.

Please mark your calendar now so that you can attend this important training session. If you are unable to attend, please contact me at (Number).

In preparation for the session, think about and be ready to answer the question: What are your greatest challenges within the organization regarding communication, ongoing learning or the exchange of information?

I look forward to seeing you on (Session Date).

We All Win: Fanagalo™ 2**Personal Action Plan****Page 1 of 2**

Identify two or three subjects or areas of understanding that you think you need to develop for your professional growth.

Subject / Topic	Person / Group	Date

Identify two or three subjects that you think you could help someone understand better.

Identify two or three people whom you think may benefit professionally if you were to share this information with them.

Subject / Topic	Person / Group	Date

We All Win: Fanagalo™ 2**Personal Action Plan****Page 2 of 2**

Look back at what we've covered today, and consider what you've learned and want to do as a result of our workshop.

List three things you will keep doing, three things you will stop doing and three things you will start doing. Be specific with your "start doing; assign a date".. Remember, in a mentoring/reverse mentoring process we need to share, take risks – what and how will you implement these changes in an effort to share your experience and knowledge.

Keep Doing	Stop Doing	Start Doing

We All Win: Fanagalo™ 2**Future Service Professional Skills Assessment****Page 1 of 2**

Coming Soon

Subject / Topic	Person / Group	Date

Coming Soon

Subject / Topic	Person / Group	Date

We All Win: Fanagalo™ 2
Future Service Professional Skills Assessment
Page 2 of 2

Coming Soon

Subject / Topic	Person / Group	Date

Coming Soon

Subject / Topic	Person / Group	Date

We All Win: Fanagalo™ 2

Participant Evaluation

Please take a moment to respond to the following questions. Your honest responses are of great value. They let us know what we are doing right and where we can make improvements. Please fill in the box that most closely reflects your reaction.

Date: _____

Presenter(s): _____

1. Overall, how would you rate the program?
Comments

Poor

☐

Fair

☐

Good

☐

Excellent

☐

2. Overall how would you rate the presenter(s)?
Comments:

☐
☐
☐
☐

3. How would you rate the relevance of this program to your job?
Poor

☐
☐
☐
☐

Fair

Good

Excellent

4. How would you rate the presenters' knowledge of the subject?
Comments:

☐
☐
☐
☐

5. How would you rate the presenter's ability to involve the class and encourage participation?
Comments:

☐
☐
☐
☐

We All Win: Fanagalo™ 2**Participant Evaluation**

Which part of the presentation did you feel was most helpful?

What improvements would you suggest?

~Thank you for your help!~

We All Win: Fanagalo™ 2

How GROH™ Can Help With Your Organizational Management Mind-Shift Through Extensive External Consultation

Are you looking to take your training initiative to a whole other level?
A level where there is a true organizational management mindset shift?
GROH™ can help.

The experienced facilitators on our team have been deeply involved in the development of our programs and are ready and able to facilitate different lengths of session and initiatives. Whether you are looking to have a facilitator come in and present a one day session or a year long culture change, we can help.

Call 866-528-4764 and we'll discuss your needs and develop a customized, cost effective training solution that will change behaviors!

