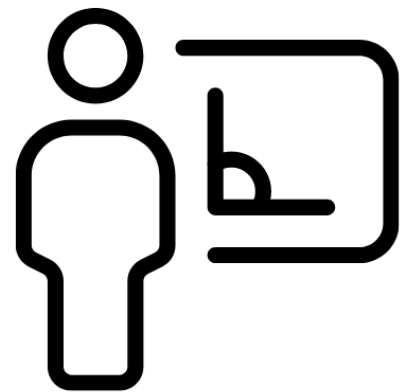


# Instructors Guide



On the following pages is a sample module from our Instructor Guide. It provides the instructor with a copy of the material and a Lesson Plans box.

The key benefit for the trainer is the Lesson Plan box. It provides a standardized set of tools to assist the instructor for each lesson. The Lesson Plan box gives an estimated time to complete the lesson, any materials that are needed for the lesson, recommended activities, and additional points to assist in delivering the lessons such as Stories to Share and Delivery Tips.



## Module Two: New Hires



Once new employees are brought onboard, they are often given vital information and skills needed to succeed in the group. While this information can help them get started, the new hire will need to learn the inner workings of the office and the environment they are now a part of in order to thrive and be successful. As a manager, you can help new employees realize how the office functions and what they can do to fit right in.

## Company Core Values

Learning a company's core values is a common first step during an employee's first orientation. Having this information allows the employee to build a base knowledge of the company and how it works. Some important points to include are:



- What the core values are.
- How these values are enacted.
- What kind of results and productivity are valued.

<b>Estimated Time</b>	10 minutes
<b>Topic Objective</b>	Review company value topics for new hires
<b>Topic Summary</b>	Company Core Values Explaining the company's core values and how they are performed
<b>Materials Required</b>	<a href="#">Worksheet 1-Company Core Values Review</a>
<b>Planning Checklist</b>	None
<b>Recommended Activity</b>	Complete the worksheet individually. Briefly discuss answers with the rest

	of the class.
<b>Stories to Share</b>	Share a personal experience of welcoming a new hire to the office
<b>Delivery Tips</b>	Encourage participants to share their ideas. Volunteers only on this exercise.
<b>Review Questions</b>	Why is it important to learn a company's core values as a new hire?

## Building Relationships



Building key relationships with new hires ensures they will feel confident in what they do in the office and that they can come to you if they need assistance. Establishing a connection from the beginning and throughout the duration of the person's stay with the company helps them to establish their own ground while learning the politics of their environment.

Keys to building better relationships among employees:

- Create self-awareness: Be aware of how you appear to others.
- Establish roles as manager and employee.
- Encourage communication between colleagues as well as management (i.e. open door policy).

<b>Estimated Time</b>	10 minutes
<b>Topic Objective</b>	Identify Relationship building techniques
<b>Topic Summary</b>	Keys to Building Better Relationships Among Employees Identify and discuss examples of building better employee relationships
<b>Materials Required</b>	Flipchart/Markers/Pens
<b>Planning Checklist</b>	None
<b>Recommended Activity</b>	Show a couple of pre-determined techniques and examples of ways management can build employee relationships. Then have participants contribute additional ideas and techniques. Document all ideas on the flip chart for a class display.
<b>Stories to Share</b>	Share personal experiences or ideas pertaining to building better

	employee/manager relationships.
<b>Delivery Tips</b>	Encourage everyone to participate.
<b>Review Questions</b>	What is one method of encouraging better relationships between employee and management?

## Encourage Respect



As a manager, it is important to encourage respect and etiquette among employees. Not only should you respect your workers, but you should expect respect from them in return. Any new hire is especially encouraged to respect their new coworkers and managers and establish a relationship from the beginning. An equal amount of respect should be shown to each employee, and etiquette guidelines should be established.

Respect includes consideration for:

- Other people's privacy
- Employee's physical space and belongings
- Different viewpoints
- Philosophies and beliefs
- Personality

<b>Estimated Time</b>	10 minutes
<b>Topic Objective</b>	Recognizing different forms of respect
<b>Topic Summary</b>	Encourage Respect Identify different methods of respect and how they can be encouraged in the work place
<b>Materials Required</b>	<a href="#">Worksheet 2-Recognizing Respect</a>
<b>Planning Checklist</b>	None
<b>Recommended Activity</b>	Fill out the worksheet individually; Discuss answers and thoughts with the rest of the class.

<b>Stories to Share</b>	Share relevant personal encounters with a respectful or disrespectful employee/situation.
<b>Delivery Tips</b>	Encourage everyone to participate.
<b>Review Questions</b>	What is one method of encouraging respect among the office?

## Setting Ground Rules



When a new employee is hired, they are expected to come into the workplace and learn to work with their peers and contribute to the team. Setting ground rules before new hires are integrated in to the group, ensures they are aware of what is, or isn't, expected of them. While most of this information can be found in an employee manual or handbook, a review from the manager can make the information easily acceptable and provides the opportunity for any questions that may arise.

Ground rules should touch on various topics, including:

- Dress code and attire
- Behavior and tolerance
- Chain of command (i.e. for complaints, questions, etc.)
- Productivity guidelines (i.e. deadlines, processes, quotas)

<b>Estimated Time</b>	10 minutes
<b>Topic Objective</b>	Getting Started with Ground Rules
<b>Topic Summary</b>	Setting Ground Rules Discuss various guidelines and boundaries
<b>Materials Required</b>	Flipchart/Dry erase board, markers
<b>Planning Checklist</b>	None
<b>Recommended Activity</b>	Discuss with the class the different rules/guidelines/boundaries of the office that would need to be discussed with a new hire. List the results on the flipchart or dry erase board.

<b>Stories to Share</b>	Personal sets of guidelines used in one's own office.
<b>Delivery Tips</b>	Ask every participant for an example.
<b>Review Questions</b>	What is the importance of ground rules for a new hire?

## Practical Illustration



James recently hired an accountant, Jenny, to join their busy team during the peak of the season. Within the first week, Jenny's productivity was low and she was often seen working alone in her office. Some of the other workers in the office started to complain that she wasn't working well with the group. James approached Jenny and discovered that she had been unaware of the office's productivity guidelines and did not know who to turn to with her questions. In turn, she wasn't building a good working relationship with her peers or the manager. James took some time to review the office rules and guidelines with her personally, and encouraged more team meetings to help improve colleague relations. He also made a point to add these topics to employee orientation.

## Module Two: Review Questions

- 1.) What information should be included when talking about a company's core values?
- a) How they are enacted
  - b) Their origin
  - c) Who created them
  - d) When they were instilled

When speaking of a company's core values, it is important to cover how they are enacted in the company and immediate work space.

- 2.) When is the best time to introduce a company's core values?
- a) During the first week on the job
  - b) After their first assignment
  - c) During the employee's orientation
  - d) At their first evaluation

An employee's orientation can start after a job interview or during the first few weeks on the job. This is the best time to educate a new hire about core values since they are new to the company and they will need the information to move on through their position.

- 3.) Being aware of how you appear to others is also known as:
- a) Title management
  - b) Self-awareness
  - c) Relationship block
  - d) Conversation starter

Being aware of how you appear to others, and having confidence in your abilities are important when managing a group.

- 4.) \_\_\_\_\_ is one way of encouraging relationship building.
- a) Isolation
  - b) Competition
  - c) Documentation
  - d) Communication

Communication opens doors between colleagues and allows people to build a professional relationship.

- 5.) Honoring an employee's personal beliefs is a sign of \_\_\_\_\_.
- a) Prejudice
  - b) Favoritism
  - c) Respect
  - d) Profiling

Recognizing an employee's personal beliefs, such as religion or philosophies, is a form of respect.

- 6.) How much respect is due over a manager's entire group of employees?
- a) An equal amount
  - b) Amount based on merit
  - c) None at all
  - d) Amount based on gender

Among manager and employees, an equal amount of respect should be shown to everyone. Any shifts in respect can result in a sense of favoritism and create a hostile relationship among coworkers.

- 7.) Besides providing the information upon orientation, where else can a new hire find company ground rules and guidelines?
- a) Posters in the employee break room
  - b) On the public company website
  - c) Nowhere else
  - d) Employee manual or handbook

Company ground rules/guidelines/boundaries should be covered and introduced when an employee is just hired. However, they should still be listed in an employee manual or handbook for future reference.

- 8.) Which of the following is a set of ground rules introduced to new hires?
- a) Parking lot regulations
  - b) Dress code and attire
  - c) Companies recycle options
  - d) Payroll and benefits

Dress code and attire are a basic set of ground rules regarding appearance in the work place. The other options are general office/position information that does not have to be shared during an employee orientation.



9.) Why is it important to develop good relationships with newly hired employees?

- a) It will build their confidence
- b) They will learn who to go to with any issues or questions
- c) A and B
- d) Neither A nor B

Building key relationships with new hires ensures they will feel confident in what they do in the office and that they can come to you if they need assistance.

10.) Respect includes consideration for:

- a) Other's privacy
- b) Physical space
- c) Differing beliefs
- d) All of the above

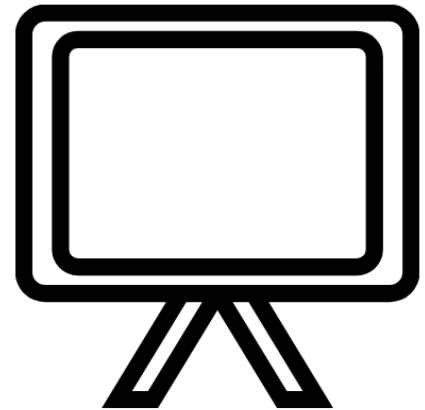
Respect includes consideration for: Other people's privacy - Employee's physical space and belongings - Different viewpoints - Philosophies and beliefs - Personality

# PowerPoint Slides



Below you will find the PowerPoint sample. The slides are based on and created from the Instructor Guide.

PowerPoint slides are a great tool to use during the facilitation of the material; they help to focus on the important points of information presented during the training.





MODULE TWO

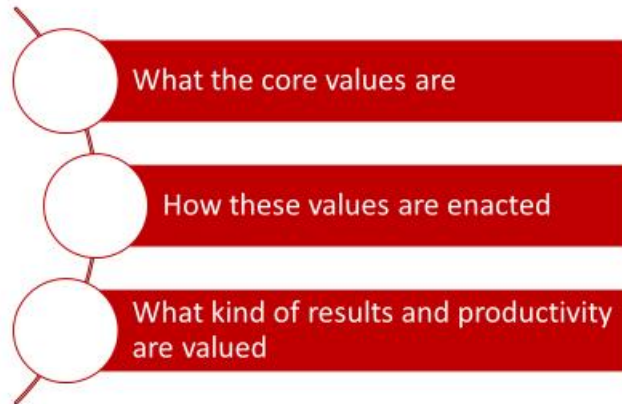
## New Hires

Once new employees are brought onboard, they are often given vital information and skills needed to succeed in the group.



## Company Core Values

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## Building Relationships

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- Create self-awareness
- Establish roles as manager and employee
- Encourage communication





## Encourage Respect

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Other people's  
privacy

Different  
viewpoints

Philosophies  
and beliefs

Personality

## Setting Ground Rules

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- Dress code and attire
- Behavior and tolerance
- Chain of command



## Practical Illustration



- Company Core Values
- Building Relationships
- Encourage Respect
- Setting Ground Rules

## Module Two: Review Questions

1. What information should be included when talking about a company's core values?

A. How they are enacted

B. Their origin

C. Who created them

D. When they were instilled

# Quick Reference Sheets



Below is an example of our Quick Reference Sheets. They are used to provide the participants with a quick way to reference the material after the course has been completed. They can be customized by the trainer to provide the material deemed the most important. They are a way the participants can look back and reference the material at a later date. They are also very useful as a take-away from the workshop when branded. When a participant leaves with a Quick Reference Sheet it provides a great way to promote future business.





# Office Politics for Managers

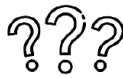
## Quick Reference Sheet



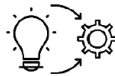
### Company Core Values

Learning a company's core values is a common first step during an employee's first orientation. Having this information allows the employee to build a base knowledge of the company and how it works. Some important points to include are:

What the core values are.



How these values are enacted.



What kind of results and productivity are valued.



### Be Assertive

Being assertive can often be misinterpreted as being aggressive, or mean. Belittling, intimidating or trying to control others could cause trouble in the office and cause you to lose others' respect. Being assertive requires one to be confident without being aggressive. Don't be afraid to say what you want or need, as long you do it tactfully and respectfully. If the answer is not what you expected, don't give up right away. Regroup and rethink what you need to do or say in order to reach your goal.

#### Helpful tips:

Be confident, but not arrogant.

Don't be afraid of rejection or criticism.

State what you want or intend to gain. Don't beat around the bush or use smoke and mirrors.





## Reinforce the Truth with Facts

When gossip or rumors are heard in the office, our first instinct should be to stop it from spreading any further. One of the best ways to accomplish this is by discrediting the information and reinforcing the truth with the facts. Since gossip is often started through a lack of communication, or a lack of knowledge, a little education or open communication can go a long way in helping to stop it.

Example methods:

- Pull groups together to talk about the incident.
- Open the door for communication. Speak with your employees and answer any questions employees may have.
- Hold weekly meetings to address any recent “word around the office”. Address any concerns or problems employees may have. Also use this time to offer facts and information that can stop the gossip and alleviate any doubts or negativity.



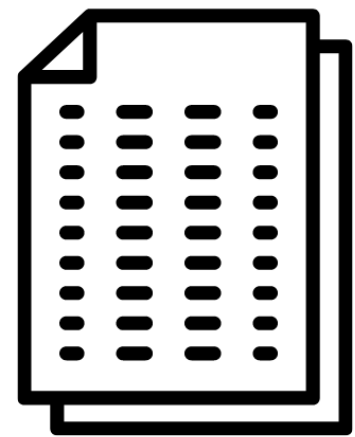
# Handouts



Each course is provided with a wide range of worksheets.

Worksheets help check your participants' understanding. If a lesson calls for a worksheet, it will be listed in the Lesson Plan box under Materials Required. All worksheets are customizable and can be found in the Appendix of the Instructor Guide and the Training Manual.

As a trainer, icebreakers give your participants the opportunity to get to know each other better or simply begin the training session on a positive note. Icebreakers promote collaboration, increase engagement, and make your training more light-hearted and fun. Below is an example from the Icebreakers folder.



## Sample Worksheet 1

# *Company Core Values Review*

Review your own company's core values and purpose. Outline the three most important topics that would need to be covered with new hires to get them started in the office.

Topic #1 -

- -

Topic #2 -

- -

Topic #3 -

- -

Do more topics need to be included? What additional information would you provide at this stage?

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## Sample Worksheet 2

# *Recognizing Respect*

Before a person can encourage respect from an employee, they must identify what is considered respectful and disrespectful. Listed below are two different columns. List some situations that can be classified as respectful in the first column and list those that are disrespectful in the second column.

Respectful situation:

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Disrespectful situation:

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## **Icebreaker: What's Your Favorite?**

### **PURPOSE**

To help participants get to know each other.

### **MATERIALS REQUIRED**

None

### **PREPARATION**

None

### **ACTIVITY**

Divide the meeting participants into groups of four or five people by having them number off. Tell the groups that their assignment is to share their favorite dessert. (If you prefer to stay more work focused on business, ask participants to identify their favorite work activity, favorite spot to sit in the company, or favorite work goal.)

Next, ask group members to share why the selected item is their personal favorite.

Debrief the activity in the large group by asking each individual to share their favorite, but not the "why" with the larger group. This moves quickly.

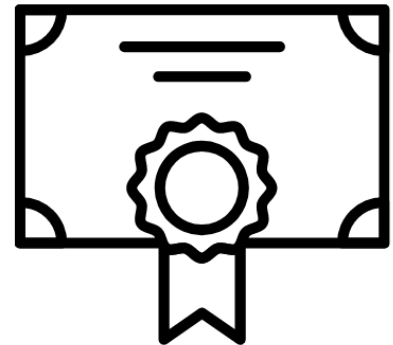
Lastly, ask participants to share with the larger group what they learned about their fellow group members during the small group discussion.

This teambuilding ice breaker takes 10 – 15 minutes, depending on the number of groups.

# Certificate of Completion



Every course comes with a Certificate of Completion where the participants can be recognized for completing the course. It provides a record of their attendance and to be recognized for their participation in the workshop.



CERTIFICATE OF COMPLETION

**[Name]**

*Has mastered the course  
Office Politics for Managers*

Awarded this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_

Presenter Name and Title

\_\_\_\_\_