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Prework

Gung Ho! hardback book, Prework Booklet, and GHQ for participant and team members (optional).

<table>
<thead>
<tr>
<th>DAY 1</th>
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<td>Workshop Overview</td>
<td>10</td>
</tr>
<tr>
<td>9:00</td>
<td>Creating a Learning Community and Community Norms</td>
<td>15</td>
</tr>
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<td>9:15</td>
<td>Gung Ho! Award for Business Excellence</td>
<td>25</td>
</tr>
<tr>
<td>9:40</td>
<td>Break</td>
<td>10</td>
</tr>
<tr>
<td>9:50</td>
<td>Visionary Companies</td>
<td>15</td>
</tr>
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<td>10:05</td>
<td>Corporate Culture</td>
<td>05</td>
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<td>Alignment Check</td>
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<td>Who Are You? Video (option)</td>
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<td>Gung Ho!® Dramatic Video—Introduction</td>
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<td>Gung Ho! Profile/Tools and Resources</td>
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### DAY 1 (continued)

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<td>Case Study: Fast Food Restaurant</td>
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<td>Critical Job Functions</td>
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<td>Your SMART Goal</td>
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<td>Accountability for Values</td>
<td>:13</td>
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<td>3:52</td>
<td>Performance-Values Matrix</td>
<td>:15</td>
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<td><em>Fish!</em> Video Option</td>
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<td>Analyzing the GHQ/Tools and Resources</td>
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### DAY 2

4—*Way of the Beaver*  

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<td>8:55</td>
<td>Principle 2—Way of the Beaver</td>
<td>:10</td>
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<td>9:20</td>
<td>Case Study: Transition Plan</td>
<td>:15</td>
</tr>
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<td>Break</td>
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<td>Leadership Behaviors Needed for Peak Performance</td>
<td>:35</td>
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<td>Win as Much as You Can</td>
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<td>Trust in Your Team</td>
<td>:05</td>
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<td>:10</td>
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<td>1:23</td>
<td>Congratulations Must Be TRUE</td>
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<td>:05–15</td>
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<td>1:38</td>
<td>No Game, No Score, Cheer the Progress</td>
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<td>1:43</td>
<td>Pen-Toss Option or Sid Video Option</td>
<td></td>
<td>:25</td>
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<tr>
<td>2:08</td>
<td>$E = mc^2$</td>
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<td>2:18</td>
<td>Break</td>
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<td>2:28</td>
<td>Storytelling</td>
<td></td>
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<td>Analyzing the GHQ/Tools and Resources</td>
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<td>:15</td>
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#### 6—Creating a Plan for Change

<table>
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<td>Action Plan Worksheet</td>
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<td>:20</td>
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<td>Break</td>
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<td>Workshop Evaluations</td>
<td></td>
<td>:10</td>
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<td>Celebration of Key Learnings</td>
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</tr>
<tr>
<td>4:55</td>
<td>Workshop Closing</td>
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**Gung Ho!®, Friend**

**Workshop Overview**
The Gung Ho!© workshop is based on the best-selling book by Ken Blanchard and Sheldon Bowles. The workshop’s purpose is to create a learning experience that provides leaders with the knowledge, skills, and motivation to build a Gung Ho! organization. This highly interactive workshop will help you put Gung Ho! principles to work—for you, your work teams, your organization, your family, and your community.

**Workshop Objectives**
- To learn the elements of the three Gung Ho! principles
- To discover your team’s Gung Ho!® Quotient (an assessment tool to identify and analyze gaps between your team’s and organization’s current reality and best practices)
- To clarify your personal purpose and values and to explore how these align with your organization’s purpose and values
- To understand how to develop team members and transfer control for achieving goals into their hands
- To provide praise and encouragement linked to declared goals and tailored to the uniqueness of each team member
- To begin to learn how to build a corporate culture that improves the quality of life for employees and customers
- To develop an action plan based on the progressive completion of the three principles for making Gung Ho! a reality—within your sphere of influence in your organization and beyond

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**Introduction**

<table>
<thead>
<tr>
<th>Activity</th>
<th>Page</th>
<th>Time</th>
<th>Running Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction Interviews (as participants arrive)</td>
<td>1–2</td>
<td>.10</td>
<td>.10</td>
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<tr>
<td>Introductions</td>
<td>1–3</td>
<td>.20</td>
<td>.30</td>
</tr>
<tr>
<td>Workshop Overview</td>
<td>1–5</td>
<td>.10</td>
<td>.40</td>
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<tr>
<td>Creating a Learning Community and Community Norms</td>
<td>1–11</td>
<td>.15</td>
<td>.55</td>
</tr>
<tr>
<td>Gung Ho! Award for Business Excellence</td>
<td>1–14</td>
<td>.25</td>
<td>1:20</td>
</tr>
<tr>
<td>Visionary Companies</td>
<td>1–18</td>
<td>.15</td>
<td>1:35</td>
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<tr>
<td>Corporate Culture</td>
<td>1–20</td>
<td>.05</td>
<td>1:40</td>
</tr>
<tr>
<td>A Case for Gung Ho!</td>
<td>1–22</td>
<td>.05</td>
<td>1:45</td>
</tr>
</tbody>
</table>
Introduction Interviews

Provides an icebreaker for participants and creates an optimal learning environment.

Prior to the Start of the Workshop

1. Display visual aid 1–1—Gung Ho!

Set Up Participant Interviews ... Pairs

1. Display the prepared flip chart or visual aid 1–2—Introduction Interviews.

Pair up with a workshop participant you do not know and share the following information:

- Your name and organization*
- Your role and number of direct reports*
- Which Gung Ho! character do you most identify with?
- Which Gung Ho! principle are you most interested in learning?
- What would you like to take away from this workshop?
- Describe something unique about yourself.

2. As participants arrive, ask them to interview someone they do not know, using the questions on the flip chart. Tell them they will be using the answers to these questions in an exercise, so they should take written notes while interviewing their partner.

3. After everyone has been interviewed, ask participants to find their seats.

* Omit these questions for intact work groups.
**Introductions**

Introduces facilitators and participants.

**Introduce Facilitators ... Large Group**

1. Welcome the participants to the workshop.
2. Introduce yourself (and cofacilitator, if appropriate).

**Set Up Participant Introductions**

1. Give these directions ... 
   
   All of us are going to spend some time together over the next two days, so it's important that we get to know each other.

   Please take out your notes about the person you interviewed this morning. I would like you to introduce your partner by sharing his or her responses to the questions on the flip chart.

   Which pair would like to go first?

**Conduct Participant Introductions ... Large Group**

Late arrivals can introduce themselves by answering the questions.
Conclude Introductions ... Large Group

1. Make this remark ...

The people in this room are an important part of your learning experience. The goal is to help each other acquire the knowledge and skills taught in this workshop. Everything that happens in this workshop is a learning opportunity. I want you to take the time to get to know each other in order to optimize your learning experience!
Workshop Overview

Provides an overview of the workshop and presents workbook materials

Introduce Workshop ... Large Group

1. Briefly introduce the topic of Gung Ho!
   
   Examples*
   
   • Your examples of Gung Ho! organizations
   • Participants’ examples of Gung Ho! organizations
   • Specific needs of the group
   • Current stories about Gung Ho! organizations
   • How participants learned about Gung Ho!

Introduce Workbook Materials

1. Confirm that every participant has the following:
   
   • Participant Workbook
   • Process Map
   • Leader Behavior Cards

* Additional examples can be found in the Tools and Resources pages in the participant workbook at the end of each module.
Describe Workshop ... Large Group

1. Refer to workbook page 1–1—Gung Ho!, Friend.

2. Display visual aids 1–3 and 1–4—Gung Ho! Outcomes.

3. Briefly review workshop overview and objectives.

4. Refer to workbook pages 1–2 and 1–3—Gung Ho!® Road Map.

5. Make these remarks ...

   This road map represents what we’re going to cover over the next couple of days.

   First, we’re going to give you an overview of the workshop and ask for your commitment to being a participant in the next two days. We’ll also explore reasons to Gung Ho! your sphere of influence by looking at visionary companies and corporate culture.

   Then, we’ll explore your personal purpose and values and your organization’s purpose and values and see if they’re in alignment.

   We’ll then look at the first principle of Gung Ho!—Spirit of the Squirrel—and discover ways to make this principle come alive in your sphere of influence through finding meaning in your work.
On the second day, we’ll discover ways for implementing the second Gung Ho! principle—Way of the Beaver—by looking at how we can develop our team members to take charge of achieving their own goals. Then, we’ll move on to the third principle—Gift of the Goose, which is about cheering each other on.

Finally, we’ll bring it all together by creating an action plan for you to Gung Ho! your sphere of influence. This action plan will be the culmination of all that you will have learned from our two days together and will solidify your commitment to use what you will learn.

This workshop is going to be an exciting beginning to the journey of becoming a Gung Ho! organization.
Set Up Gung Ho!® Process Map ... Large Group

1. Refer to Gung Ho! Process Map.
3. Make these points ...

The Gung Ho! Process Map is a tool for you to capture your Gung Ho! key learnings. As we get to each of the sections, such as Purpose and Values, you can write in what your key learnings are for that section.

You can use words, pictures, or symbols that will help you capture and remember what you’ve learned.

After we’ve completed the workshop, this map will contain important notes about each step of the journey to becoming a Gung Ho! organization.

We hope that you will post this map to remind you of your journey and to provide you with direction and encouragement when you need it.
Set Up Ideas, Insights, and Intentions Page ... Large Group :01

1. Refer to workbook appendix page A–11—Ideas, Insights, and Intentions.

2. Make these points ...

   The Ideas, Insights, and Intentions page is a place for you to capture any “ahas,” significant learnings, interesting facts, or action items.

   As we move through the workshop, a thought may come to you, or someone might make a suggestion, or your group may have a brainstorm of excellent ideas. Use this page to quickly capture some notes about your thoughts.

   You can later transfer some of these notes to your Process Map or use them for the action plan that you will create.
Review John Cage Quote ... Large Group

1. Display visual aid 1–6—"I can’t understand ..."
2. Read quote from John Cage.
3. Make these points ...

John Cage was a Grammy award-winning composer with much wisdom. This quote really speaks about change.

You are going to be exposed to a number of new ideas and maybe even a different philosophy in the way you manage people, the way you plan performance, the way you create an environment for people that work with you, and the way you provide service.

This workshop is about culture change. Moving toward Gung Ho! is not an easy proposition. It’s very likely that you will have to let go of some of the behaviors, systems, policies, and your habitual ways of managing.

Unfortunately, some organizations are often so committed to their systems that they get in the way of an organizational culture shift.

It’s going to take a strong commitment on your part. You need to make a commitment to create a pocket of excellence within your organization.
Creating a Learning Community and Community Norms

Creates an optimal learning environment for the workshop and models team building processes.

Introduce Creating a Learning Community ... Large Group

1. Refer to workbook page 1–4—Creating a Learning Community.

2. Make these remarks ...

   We believe we are all here as a community of learners to learn about Gung Ho! and how to change your sphere of influence.
   
   To ensure that we maintain this sense of community, we need to agree on some norms and ground rules regarding how we, as a group, will behave during the workshop.

3. Display visual aid 1–7—Community Norms—and review the definition of norms.
Set Up List of Norms ... Teams

1. Refer to workbook pages 1–4—Creating a Learning Community and 1–5—Community Norms.

2. Give these directions ...

   In your teams, we would like you to list five to six norms that you agree to commit to during the workshop. Write your final list of norms on page 1–5.

   There are some sample norms on page 1–4 that you can use. You can also add norms you feel are important to create and maintain our learning community.

Write List of Norms ... Teams

REFERENCE
Sample Norms
- Assume best intentions.
- Seek to understand before being understood.
- Be a participant.
- Focus on the topic at hand.
- Keep commitments.
- Be on time.
- One person speaks at a time.
- Be candid.
- Seek cooperative effort.
- Be problem solvers, not problem spotters.
- Honor confidentiality.
Describe Establishing Norms Process ... Large Group :01

1. Make these remarks ...

The process for establishing norms at this workshop is also for you to take back to your work groups.

By having norms for your work groups, you agree upon acceptable behavior and can expect your team members and peers to act accordingly.

If someone violates these norms, you have the guidelines for holding them accountable.

Discuss Teams Results ... Large Group :06

1. Ask representatives from each team to list their norms on a flip chart.

2. Ask these questions ...

Are there any conflicts or norms you cannot abide by on either of these lists?

How will these norms and the ones in your organizations be reinforced?

3. Make any corrections to the norms, based on participants’ responses, and post the lists in the room.

4. Make this remark ...

Holding each other accountable—including the facilitators—is a way of taking responsibility for getting the most out of this workshop.
Gung Ho!® Award for Business Excellence

Provides an experience that allows participants to describe a Gung Ho! organization

Introduce Award Activity ... Large Group

1. Refer to workbook page 1–6—Gung Ho! Award for Business Excellence.

2. Display visual aid 1–8—Gung Ho! Award for Business Excellence.

Set Up Award Activity ... Large Group

1. Make this remark ...

Congratulations! It is four years from now, so it's the year (200X), and the Gung Ho! committee has awarded your work group, or sphere of influence, and your organization the Gung Ho! Award for Business Excellence. This prestigious award is given only to those who have met the criteria of Gung Ho! business excellence.

REFERENCE
Prework
Create Gung Ho! awards to give to participants.
Examples:
- Candy
- Printed certificates
- Small toys