

Soft-Train



*At Soft-Train
Technology Works*

Communicating Up, Down and Across the Organization (2 Days) ST00071

COURSE GOAL: Build stronger work relationships, gain recognition and deliver high-value results for the organization.

PREREQUISITES: None

LEARNING OBJECTIVES:

Upon completion of this course the student will be able to:

- Create new organizational opportunities.
- Break down the barriers between team cooperation and organizational effectiveness.
- Reduce frustration by building cooperation between groups.
- Build esprit de corps and productive workplace relationships.

KEY TOPICS:

I. 7:00 AM Connections Made and Missed Out of the Gate

- A.** 7:05 – Forgetful Mike Lucks Out
- B.** 7:06 – Dry Cleaners Disappointment for Chad
- C.** 7:25 – Chad Plays “The Big Man” in the Break room
- D.** 7:50 – Tarantino Debate Outside Louis’s Office
- E.** 7:55 – Chad Strikes Back at West Coast Phil
- F.** 7:57 – Mike’s Picks up the Phone

II. 8:00 AM Sales Rundown: Reality Behind the Numbers

- A.** 8:01 – Chad Admires His Handiwork
- B.** 8:13 – Mike Is Behind Schedule, Again
- C.** 8:15 – Chad Would Die if He Knew About This Bet
- D.** 8:18 – Wins and Losses for Mike’s Team
- E.** 8:26 – Chad Worries About Phil on the West Coast
- F.** 8:27 – Jeanie Gets the Info to Mike
- G.** 8:27 – The Numbers Mislead Chad
- H.** 8:52 – Mike Busts Dave
- I.** 8:54 – Chad is Still Sweating About the West Coast
- J.** 8:59 – Mike Gives Louis a Leadership Lesson or Two

III. 9:00 AM Financial Reports: A Star Is Born

- A. 9:01 – West Coast Frustration for Chad
- B. 9:10 – West Coast Jeanie Comes Through
- C. 9:13 – Why Mike Likes the Financial Stuff
- D. 9:14 – Phil Blasts Back at Chad
- E. 9:15 – Mike Likes “Apples to Apples”
- F. 9:28 – Chad Goes into Deep Thought
- G. 9:30 – Chad Makes a Good Catch
- H. 9:53 – Mike Invites Ellen to Mahogany Row

IV. 10:00 AM – Frustration and Satisfaction: Strategic Plan Update

- A. 10:01 – Lynn Gives Chad Some Breathing Room
- B. 10:15 – Kim, for Better or for Worse, Leads Mike’s Planning Process
- C. 10:16 – Chad Delivers Vague Praise Way Too Early
- D. 10:20 – Mike’s Team Discovers the Employees Want More
- E. 10:45 – Hits and Misses for Chad’s Team

V. 11:00 AM – Customer Standoff: Accept Real Blame but Never Fall on Your Sword

- A. 11:05 – Mike Readies Louis for Combat
- B. 11:07 – Chad Comes Up with “The Perfect Storm” Tactic
- C. 11:15 – Louis Takes the Early Hit
- D. 11:16 – The Customer’s Not Buying What Chad and Jody Are Selling
- E. 11:36 – Denise Asks for More Than Louis offers

- F. 11:42 – Chad Overplays the Apology Card

VI. 12:00 PM Chad Negotiates When Mike Doesn’t Have To

- A. 12:01 – Chad Offers an Olive Branch
- B. 12:06 – Mike Finds the Shore on the Other Foot
- C. 12:15 – Chad Makes his Case
- D. 12:20 – Mike Paints His Picture of the Future for Colleen
- E. 12:35 – James Starts to Negotiate; Chad is Ready
- F. 12:45 Colleen Weighs In
- G. 12:46 – James Accepts the Offer, but Makes One More Push
- H. 12:54 – Mike Makes the Offer

VII. 1:00 PM Vendor Negotiations: Winning When You Don’t Have the Strongest Hand

- A. 1:03 – Mike Preps Kim and Himself
- B. 1:10 – Chand and Randy Unveil Their Request
- C. 1:21 – Mike Lets Kim Take the Lead
- D. 1:23 – Chad hands the Reins to Randy, but Doesn’t Let Go
- E. 1:50 – Mike Starts Asking Jonathan Questions
- F. 1:52 – Tracy Bursts the Bubble

VIII. 2:00 PM Disciplining an Employee: Hit Them with Specifics or Don’t Hit Them at All

- A. 2:03 – Chad Reaches Out to Mike
- B. 2:15 – Mike Spells It Out for Gary
- C. 2:18 – Chad Follows Up with Lynne

- D. 2:27 – Gary Gets No Sympathy from Mike
- E. 2:29 – Chad Treads Very Lightly with Susan
- F. 2:36 – Mike Show Gary What Success Looks Like
- G. 2:43 – Chad Completes the “Criticism Sandwich”

IX. 3:00 pm Employee Promotion: Supervisor Becomes Assistant Manager

- A. 3:01 – Chad Perceives a Silver Lining
- B. 3:02 – Mike Wastes No Words
- C. 3:04 – Tracy Blindsides Chad
- D. 3:04 – Mike Lays It Out for Lucy
- E. 3:15 – Chad Lays It On Way Too Thick
- F. 3:32 – Mike Writes a Personal Note

X. 4:00 PM Chad’s Production Meeting: Just the Facts, Ma’am

- A. 4:01 – Chad Relinquishes Some Power
- B. 4:06 – Balancing Customer Demands with Profit Margin
- C. 4:13 – Simone Stands Strong For a While
- D. 4:28 – Randy Changes the Routine
- E. 4:39 – Back to the Regular Routine
- F. 4:47 – Simone Comes Back with a Win
- G. 4:55 – Mike Asks for Chad to Return the Favor

XI. 5:00 PM Mike’s Production Meeting: Not Exactly Kumbaya, but Lots of Give-and-Take

- A. 5:02 – Chad Receives a Warm Welcome

- B. 5:05 – Lots of Great Info, No Numbers
- C. 5:15 – Leslie Explains Why a Chore She Dislike Has Helped Her
- D. 5:30 – Rebecca Needs to Work Harder
- E. 5:40 – Chad Thought He’d See More Backslapping

XII. 6:00 PM After Work Downtime: Mike and Chad Hash It Out

- A. 6:01 – Chad Loosens Up
- B. 6:15 – Mike Starts In
- C. 6:20 – Chad Wants to hear More
- D. 6:30 – Mike Owns Up to His Failures
- E. 6:40 – Mike Gives Chad a Lesson
- F. 6:45 – Chad Listens to Mike