Course Description:
What does training killer whales to work at Seaworld have to do with training human beings to work for an organization? Actually, more than we may think! Based on Ken Blanchard’s book and video, “WHALE DONE!”, this workshop introduces supervisors/managers to a proven technique that can motivate employees’ effectiveness at work -- a technique perfected for more than twenty years at Seaworld!

Is it really true that feedback from supervisors (or the lack thereof) can influence the morale and productivity of employees? According to the experts, it is. And this workshop focuses on the fundamentals for promoting a positive, workplace environment influenced by beneficial, supportive feedback.

Course Objectives:
Participants will be able to …
1) Name the #1 method for motivating and improving performance
2) Explain the difference between the GOTcha Response and the WHALE DONE Response
3) Identify the three strategies of the WHALE DONE approach
4) List the four steps of the WHALE DONE Response
5) Cite the three components of supportive feedback
6) Implement WHALE DONE responses with employees

Course Outline:
A) Character-assessment of influential leadership
B) “Focus on Feedback” activity
C) WHALE DONE! - View Video & Discuss Key Points
D) Team Quiz
E) WHALE DONE! IN ACTION - View Video & Discuss Key Points
F) Implementation Plan

Who Should Attend:
Directors, Managers, Supervisors, Project Leaders.

LEF Competencies:
Leadership
Interpersonal Skills
Oral Communication

HRD079 – 0.6 CEU’s