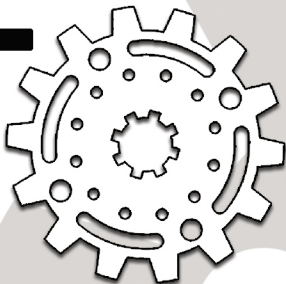


THE FACTORY FOREMAN MANUAL



A GUIDE TO FACILITATING THE GOOD TEAMMATE FACTORY

CORPORATE TEAM/PROFESSIONAL DEVELOPMENT TRACK

THE GOOD TEAMMATE FACTORY

Welcome to *The Good Teammate Factory*...where we build good teammates! We are thrilled you have chosen to join us on a journey into the art of being a good teammate.

This manual is intended to help you, as the course moderator, effectively guide your team through the course content. Think of yourself as the factory foreman. Your job is to facilitate the learning process by keeping the members of your team on task. A course outline, an overview of the course content, and suggestions for maximizing your experience are included in the pages that follow.

The Good Teammate Factory is comprised of seven modules. Each module will focus on a different aspect of being a good teammate. The modules typically consist of 3-4 lessons, each beginning with a few introductory paragraphs about the topic, followed by a short instructional video. **We strongly recommend reading the text introducing each lesson aloud to your team before starting the videos.** We have discovered this approach to be effective at keeping team members engaged in the content.

Every module includes at least one activity to reinforce the concept that was covered during the lessons. Some of the activities will require participants to do a bit of self-assessment about their habits and their way of thinking. Some of the activities will require participants to share their thoughts with the other members of the team. Instructions for each activity are included in the videos, as well as in this manual.

In the course, we refer to these activities as “Work Orders.” You will need to print a copy of the six Work Order worksheets for each individual member of your team. The worksheets are included in this manual and can also be downloaded as PDFs from the course resources page.

At the bottom of every lesson, we list additional reading suggestions, videos to watch, and links to supplemental learning opportunities. This bonus content is optional and does not necessarily have to be done to complete the course. Some users choose to include all or a portion of the supplemental material in their lessons. Others choose to go back and explore the material after finishing the final module. How you choose to handle the supplement content will depend on how long you wish for this course to last.

We recommend treating the course as a half-day workshop. However, you have flexibility in terms of how your team does the course. You may choose to complete the course in a single sitting or divide it up over a series of shorter meetings (i.e., doing one lesson per day). **Your access will expire 15 days after your initial purchase, so be sure to plan accordingly.**

When you have finished the course, you will be able to provide each member of your team with a certificate of completion. Encourage team members to post their certificates in conspicuous locations so that the certificates may serve as constant reminders to espouse “good teammate” behavior. Doing so can perpetuate a team-first culture. A blank certificate is included in this manual and can also be downloaded as a fillable PDF from the course resources page.

Our desire is for your team to enjoy the optimal course experience. Please contact us immediately if your team is struggling with any portion of this course. We are here to help and be good teammates to you!

Enjoy your journey...

MODULE 1: Introduction

- ☐ Welcome to the Factory
- ☐ Your Foundation
- ☐ The We Gear
- ☐ The Me Gear
- ☐ The Good Teammate Story

MODULE 2: Active

- ☐ Good Teammate Moves
- ☐ How to Confront Teambusters
- ☐ Handling Haters
- ☐ Four-Quarter Teammates

MODULE 3: Loyal

- ☐ Loyalty Overview
- ☐ Three Rules of Loyalty
- ☐ Share and Tell

MODULE 4: Invested

- ☐ Invested Overview
- ☐ Values Analysis (Part I)
- ☐ Values Analysis (Part II)
- ☐ Getting Others Invested

MODULE 5: Viral

- ☐ Viral Overview
- ☐ Viral Disrupters
- ☐ Team Speak

MODULE 6: Empathetic

- ☐ Empathetic Overview
- ☐ The Prince William Effect
- ☐ Within the Cube

MODULE 7: Factory Exit

- ☐ The Finished Product

MODULE 1: Introduction

TOTAL VIDEO LENGTH: 38 minutes, 54 seconds

ESTIMATED ADDITIONAL DISCUSSION TIME: 7-10 minutes

LESSONS:

- | | |
|--|---|
| ☐ Welcome to the Factory | <i>(Run time: 4 minutes, 56 seconds)</i> |
| ☐ Your Foundation | <i>(Run time: 9 minutes, 41 seconds)</i> |
| ☐ The We Gear | <i>(Run time: 4 minutes, 22 seconds)</i> |
| ☐ The Me Gear | <i>(Run time: 10 minutes, 24 seconds)</i> |
| ☐ The Good Teammate Story | <i>(Run time: 9 minutes, 31 seconds)</i> |

SYNOPSIS:

This module provides basic parameters for defining a good teammate. Topics covered include selfishness, self-awareness, understanding the difference between happiness and pleasure, and developing a caring mindset.

NOTES:

1. Participants will use the Work Order #1 worksheet in the “Your Foundation” lesson. At the end of the “Your Foundation” lesson, we suggest you take a few minutes to go around your team and have random members share some of their responses to questions 1-3.
2. At the end of “The Good Teammate Story” lesson, participants will be asked to answer question 4 on Work Order #1. Give participants 2-3 minutes to write down their answers and then spend approximately 5-10 minutes discussing the various responses aloud as a team. This discussion can go on for as long as you desire. If the discussion is engaging and meaningful, it may be beneficial for your team to spend additional time on this activity.

MODULE 2: Active

TOTAL VIDEO LENGTH: 40 minutes, 24 seconds

ESTIMATED ADDITIONAL DISCUSSION TIME: 8-14 minutes

LESSONS:

- | | |
|--|---|
| ☐ Good Teammate Moves | <i>(Run time: 12 minutes, 45 seconds)</i> |
| ☐ How to Confront Teambusters | <i>(Run time: 11 minutes, 47 seconds)</i> |
| ☐ Handling Haters | <i>(Run time: 8 minutes, 53 seconds)</i> |
| ☐ Four-Quarter Teammates | <i>(Run time: 6 minutes, 59 seconds)</i> |

SYNOPSIS:

This module examines the actions individuals take to be good teammates. Topics covered include converting actions into habits, strategies for confronting toxic behaviors, managing critics, and the importance of practicing consistency.

NOTES:

1. Participants will use the Work Order #2 worksheet for an activity in the “Four Quarter Teammate” lesson.
2. At the end of the video in the “Four Quarter Teammate” lesson, give team members 3-4 minutes to complete the questions on the Work Order #2 worksheet. When everyone is finished, spend an additional 5-10 minutes discussing the various responses aloud as a team. This discussion can go on for as long as you desire. If the discussion is engaging and meaningful, it may be beneficial for your team to spend additional time on this activity.

MODULE 3: Loyal

TOTAL VIDEO LENGTH: 24 minutes, 56 seconds

ESTIMATED ADDITIONAL DISCUSSION TIME: 5-10 minutes

LESSONS:

- ☐ Loyalty Overview (Run time: 5 minutes, 9 seconds)
- ☐ Three Rules of Loyalty (Run time: 9 minutes, 32 seconds)
- ☐ Share and Tell (Run time: 10 minutes, 15 seconds)

SYNOPSIS:

This module explores the role loyalty plays in being a good teammate. Topics covered include honoring commitments, compliance, squelching cliques, and being supportive of others' ideas.

NOTES:

- Participants will use the Work Order #3 worksheet in the "Share and Tell" lesson. Before starting the lesson, you will need to divide your team into two groups (Group A and Group B). Pair an individual from Group A with an individual from Group B. If you happen to have an odd number of members on your team, you can either participate in the activity by becoming the lone individual's partner or you can pair three team members together for a trio group. Your team will do an activity similar to speed dating called *Share and Tell*. After you have divided team members into two groups, position them so that they are sitting directly across from their partner.



- Team members will be given 60 seconds to *share* an observation with their partners and have their partners *tell* them an insight. We explain the specific information partners will share and tell in the video. When the time expires, Group A will remain where they are and Group B will rotate clockwise to a new partner from Group A. Repeat the same exercise with the new partner. After the second round, the roles will reverse. Rotate partners again, only this time Group B will share the observation, and Group A will tell the insight.
- You don't have to stop the video during the activity. The timer and instructions for who and when to rotate are included in the video. After completing four rounds of the activity, spend an additional 5-10 minutes discussing the various responses aloud as a team. This discussion can go on for as long as you desire. If the discussion is engaging and meaningful, it may be beneficial for your team to spend additional time on this activity.

MODULE 4: Invested

TOTAL VIDEO LENGTH: 23 minutes, 16 seconds

ESTIMATED ADDITIONAL DISCUSSION TIME: 10-15 minutes

LESSONS:

- | | |
|--|--|
| ☐ Invested Overview | <i>(Run time: 5 minutes, 17 seconds)</i> |
| ☐ Values Analysis (Part I) | <i>(Run time: 6 minutes, 3 seconds)</i> |
| ☐ Values Analysis (Part II) | <i>(Run time: 5 minutes, 31 seconds)</i> |
| ☐ Getting Others Invested | <i>(Run time: 6 minutes, 25 seconds)</i> |

SYNOPSIS:

This module analyzes the necessary depth of a good teammate's commitment. Topics covered include dedication, the difference between being interested versus being invested, assessing priorities, and tactics for getting others to buy in.

NOTES:

1. At the end of the "Invested Overview" lesson, participants are asked to think about the "Share and Tell" activity they did in the previous module and come up with 2-3 ways to become invested in their partners by helping them get better at whatever skills were identified. Spend 5-10 minutes discussing these ideas aloud as a team.
2. Participants will use the Work Order #4 worksheet for an activity that spans both the "Values Analysis Part I)" and "Values Analysis (Part II)" lessons. In Part I, participants will have 60 seconds to narrow down a list of values (trust, respect, honesty, etc.) to a single value that is most important to them. They will first be asked to narrow their list down to 10 values, then six values, and finally one value. When the timer expires, each team member should reveal their most important value and briefly explain why they selected that value. Historically, this activity has proven to be among the course's most powerful and enlightening experiences.
3. The factory foreman and/or the most senior team leader should also participate in "Values Analysis (Part I)" activity. However, this individual should not reveal or discuss their value word with the rest of the team during Part I. They will reveal their value word during the "Values Analysis (Part II)" lesson. In Part II, team members are asked to guess their leader's value word before it is revealed. This is an opportunity for leaders to share insights about their leadership philosophy and gauge their team's understanding of their priorities.

MODULE 5: Viral

TOTAL VIDEO LENGTH: 24 minutes, 19 seconds

ESTIMATED ADDITIONAL DISCUSSION TIME: 5-10 minutes

LESSONS:

- | | |
|---|--|
| ☐ Viral Overview | <i>(Run time: 6 minutes, 40 seconds)</i> |
| ☐ Viral Disrupters | <i>(Run time: 8 minutes, 44 seconds)</i> |
| ☐ Team Speak | <i>(Run time: 8 minutes, 55 seconds)</i> |

SYNOPSIS:

This module discusses the effect a good teammate's emotions have on the rest of the team. Topics covered include emotional contagion, moodiness, fostering enthusiasm, embracing roles, and curtailing jealousy.

NOTES:

1. Participants will use the Work Order #5 worksheet as a guide for the "Team Speak" lesson. Before starting the lesson, you will need to divide your team into three groups. Each group will create and market an assigned slogan ("product") to be used by the entire team. Group 1 will be responsible for a team greeting. Group 2 will be responsible for a team farewell. Group 3 will be responsible for a way to recognize good teammate moves.
2. Detailed instructions are provided in the video. When the video has ended, give the groups 5-7 minutes to meet together and brainstorm about possible ideas. When you feel the discussions have gone on long enough, have each group select one teammate to present their final "product" to the entire team.
3. Work Order #5 revolves around the belief that the three most impactful interactions between teammates are when they greet each other, when they leave each other, and when they witness a praiseworthy action. This activity is great for generating comradery between teammates and getting teammates to embrace a strategy they may not personally like. Maximizing the ongoing benefits of this activity may require additional encouragement from you.

MODULE 6: Empathetic

TOTAL VIDEO LENGTH: 24 minutes, 24 seconds

ESTIMATED ADDITIONAL DISCUSSION TIME: 10-15 minutes

LESSONS:

- | | |
|--|-----------------------------------|
| ☐ Empathetic Overview | (Run time: 9 minutes, 24 seconds) |
| ☐ The Prince William Effect | (Run time: 7 minutes, 34 seconds) |
| ☐ Within the Cube | (Run time: 7 minutes, 26 seconds) |

SYNOPSIS:

This module asks participants to consider what it is like to be their teammate. Topics covered include understanding the difference between empathy and sympathy, creating psychological safety, being considerate of others' perspectives, and empowering fellow teammates.

NOTES:

1. Participants will use the Work Order #6 worksheet in the "Within the Cube" lesson. Participants will also need to refer back to the six values they narrowed their list down to in the activity from Work Order #4.
2. The activity in "Within the Cube" is called *Outside the Box, Within the Cube* and involves participants identifying problems they anticipate three different categories of teammates having in the next 90 days. Participants use the six values from Work Order #4 to assist them in developing strategies to help alleviate the stress caused by the problems they identified.
3. When the "Within the Cube" video has ended, give participants 5-7 minutes to complete the worksheet. Then spend an additional 5-10 minutes discussing the various responses aloud as a team. This discussion can go on for as long as you desire. If the discussion is engaging and meaningful, it may be beneficial for your team to spend additional time on this activity. The objective is to get team members to think about how their actions impact others and how they can make their team be more efficient.

MODULE 7: Factory Exit

TOTAL VIDEO LENGTH: 7 minutes, 29 seconds

ESTIMATED ADDITIONAL DISCUSSION TIME: n/a

LESSONS:

- ☐ The Finished Product *(Run time: 7 minutes, 29 seconds)*

SYNOPSIS:

This module recaps the content of the entire course and offers suggestions for how participants can apply what they learned to help their team be more successful.

NOTES:

1. There are no Work Order worksheets for this module. However, users will be asked to revisit the responses they gave on Work Order #1.
2. After finishing this module, you will be able to provide each member of your team with a certificate of completion. A blank certificate is included in this manual. You can also download the certificate of completion from the course resources page. The certificate is a form PDF, so you will be able to type your teammates' names directly into the box on the certificate.
(<http://www.goodteammatefactory.com/wp-content/uploads/2020/08/certificate.pdf>)
3. We recommend that you encourage your team members to post their certificates in conspicuous locations so that the certificates can serve as a constant reminder to espouse "good teammate" behavior. Posting the certificates in this manner can perpetuate a team-first culture.

1. Are you a good teammate? *(CIRCLE ONE)*

YES

NO

2. On a scale of 1-10 (*1 = TERRIBLE, 10 = GREAT*), rate yourself at how skilled you are at:

caring _____

sharing _____

listening _____

3. What do you believe to be the definition of a good teammate?

*****DO NOT PROCEED TO THE NEXT QUESTION UNTIL INSTRUCTED TO DO SO.*****

4. Name something specific that you share with your team. Explain how sharing it benefits your team and demonstrates that you care about your team.

PROJECT: ACTIVE—"FOUR QUARTER TEAMMATE"

List four "good teammate moves" you made yesterday.

1. _____

2. _____

3. _____

4. _____

*Lucky Penny! List one "good teammate move" that was done for you yesterday.



SHARE & TELL: Share an observation about your partner, then your partner will tell you an insight.

*Example: Group A Observation: You throw a great fast ball. It is really hard to hit.
 Group B Insight—Thank you. I want to get better at throwing curve balls.*

ROUND ONE

(Group A) Observation:

(Group B) Insight:

ROUND TWO

(Group A) Observation:

(Group B) Insight:

—REVERSE ROLES—

ROUND THREE

(Group B) Observation:

(Group A) Insight:

ROUND FOUR

(Group B) Observation:

(Group A) Insight:

PROJECT: INVESTED—"VALUES"

COMPETENCE

INTEGRITY

COMPASSION

GROWTH

COMMITMENT

TRADITION

FAIRNESS

WEALTH

AMBITION

SIMPLICITY

CONSISTENCY

HUMOR

LOYALTY

RECOGNITION

PASSION

CONTROL

INDEPENDENCE

COURAGE

GENEROSITY

ACCOUNTABLE

PATIENCE

POWER

WISDOM

TRUST

CREATIVITY

DISCIPLINE

EXCELLENCE

ENTHUSIASM

POISE

RESPECT

GROUP #1

Create a specific a specific greeting that members of your team will use whenever they see each other. (Example: *Hello, Hi, What's Up*, etc.)

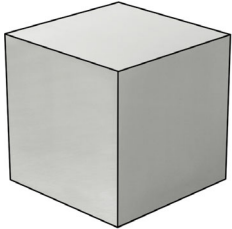
GROUP #2

Create a specific a specific farewell that members of your team will use whenever they part ways with another member of the team. (Example: *Good bye, See you later, Adios*, etc.)

GROUP #3

Create a specific a specific response that members of your team will use whenever they witness a good teammate move. (Example: *Oh! Good teammate move, Bulldog Pride!*, etc.)

List your six core values:



- | | |
|----------|----------|
| 1. _____ | 4. _____ |
| 2. _____ | 5. _____ |
| 3. _____ | 6. _____ |

A. List a problem you anticipate a teammate **under you** (Ex: *client, customer, student, etc.*) having in the next 90 days. What is an “outside the box/within the cube” way you could help alleviate the stress your teammate will experience in trying to deal with this problem?

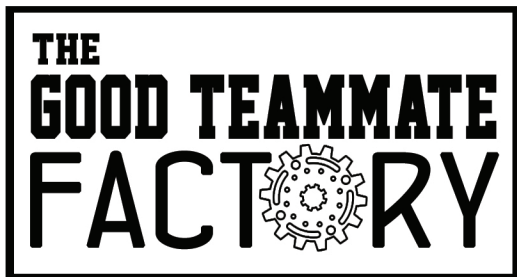
B. List a problem you anticipate a teammate **across from you** (Ex: *colleague, coworker, etc.*) having in the next 90 days. What is an “outside the box/within the cube” way you could help alleviate the stress your teammate will experience in trying to deal with this problem?

C. List a problem you anticipate a teammate **above you** (Ex: *boss, supervisor, leader, etc.*) having in the next 90 days. What is an “outside the box/within the cube” way you could help alleviate the stress your teammate will experience in trying to deal with this problem?

Certificate of Completion

This certifies that

has successfully completed The Good Teammate Factory
course and been trained in the art of being a good teammate.



A handwritten signature in black ink, reading 'Lance Loya', is written over a horizontal line.

Lance Loya
Founder and CEO