



Certified Trainer Guide

Document Purpose

This facilitator's guide provides context and details for successfully completing the CATapult workshop. It includes the Certified Trainer with much of the information and resources needed to successfully direct the workshop activities and group discussions.

Please review it fully and practice it several times with and without an audience (you can do it at different times in sections) to be prepared for your certification session and keep it refreshed prior to all subsequent sessions. You can keep notes in the margins and send all suggestions and noticed typos to Melanie Larsen at the corporate headquarters.

Icons and Indicators

To aid in using this Certified Trainer guide, a set of icons and indicators provide at-a-glance identification of prompts. These include:



Say

Indicates scripted text you can read verbatim.



Ask

Indicates questions or prompts used for group reflection or debrief.



Do

Provides actions or instructions to guide the conversation or activity.



Objectives

Indicates the purpose for the slide and/or content.



Main Talking Points

Indicates content that should be covered during the conversation.



PowerPoint

Indicates when to advance slides, including screenshots.



Materials

Indicates additional materials to be passed out to group or used by the Certified Trainer.



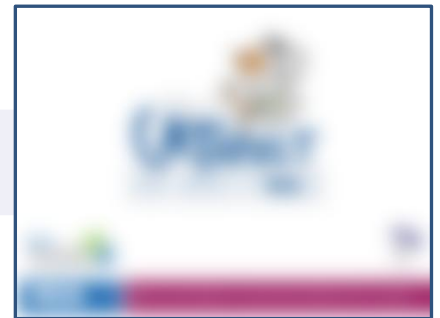
Supplies

Indicates the supplies needed to complete an activity.



Key Point

Indicates messages that require attention and emphasis. While all content is important, several key messages are called out.





Pre-Work

Indicates tasks that should be completed prior to the session or activity.



Activity Instructions

Indicates step-by-step instructions for completing the activity.



Certified Trainer Notes

Indicates additional context for the Certified Trainer.



Tips

Indicates suggestions for facilitating an activity or discussion.



Time

Indicates estimated duration of the activity or discussion.



Transition to Next Activity

Indicates the end of an activity and provides a segue statement.

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INTRODUCTION

This workshop welcomes participants to this organization by examining our history, culture, and structure, explaining clear communication expectations, and providing the resources necessary to be effective, productive, and motivated associates.

Workshop Objectives

By the end of the workshop, participants will:

- Gain greater knowledge about this organization.
- Explain important aspects of our culture.
- Foster loyalty by delivering an exceptional client experience.
- Demonstrate strategies to improve communication effectiveness.
- Develop appreciation for the impact they have on co-workers, clients, and others.

Workshop Design

Workshop activities are designed as whole group, small team, interpersonal, and individual exercises in which participants may share, acquire, and reflect on knowledge and skills together. Collaborative learning techniques are rooted in the assumption that knowledge is constructed socially by consensus among peers. When participants bring their experiences and ideas into these activities, all participants are enriched. The workshop activities are catalysts for deeper conversations and learning that can lead to sustained changes in attitudes and behaviors.

Recommended Audience

This workshop can be used for new hires and provides a solid foundation to introduce our history, culture, and structure, as well as emphasizing important communication skills that can increase productivity and improve workplace environment.

It can also be used for current associates who want to learn more about this organization and practice effective communication skills.

Logistics

Enrollment

Suggested maximum capacity is 30 participants per workshop. Keep in mind that your meeting space may have a different maximum capacity.

Minimum enrollment is 8 participants. The nature of the workshop needs at least 8 people to facilitate the proper level of discussions and elicit appropriate insights.

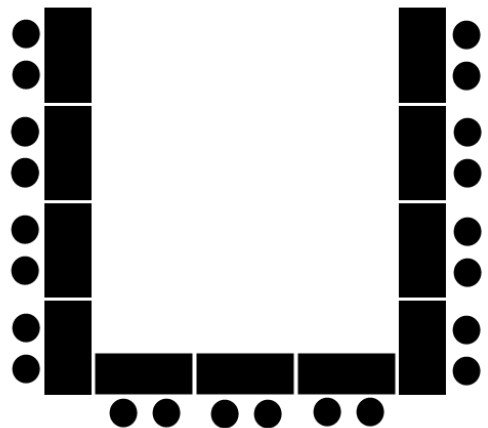
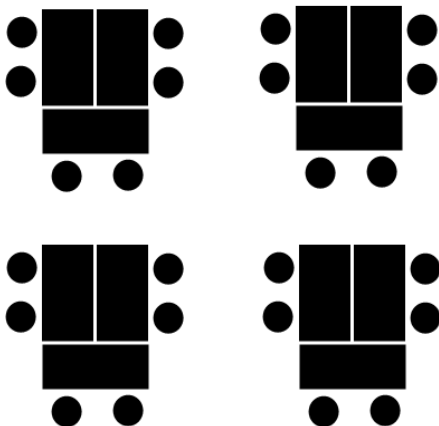
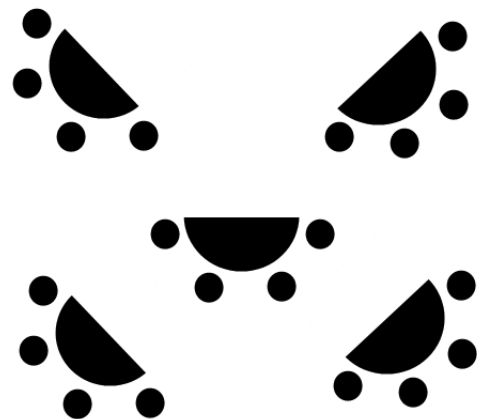
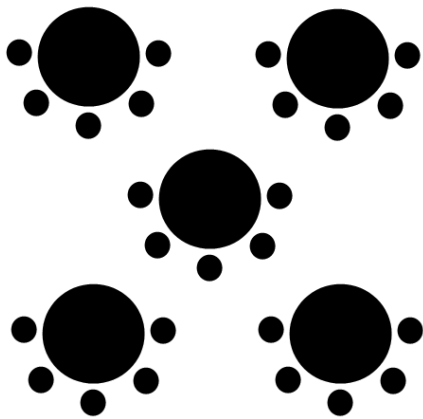
Time

The workshop runs two full days. Activities and discussions may run a little longer or shorter than indicated, depending upon the number of participants in the workshop and other factors.

Room Layout and Seating

The preferred arrangement is table seating with 4-5 participants at each table. If this arrangement is not available due to limitations with the physical space or access to appropriate tables, ensure that the projection area is viewable by all participants. Each grouping of participants need access to a flipchart or a whiteboard space. The Certified Trainer should clear paths so people can move around the room easily.

These diagrams show recommended room set-ups:



Terminology

As with any profession, there are common word and phrase usages in veterinary medicine. Please follow these simple word usage guidelines during the workshop:

- Say “doctor” or “veterinarian” instead of “DVM” or “vet.”
- Say “hospital” instead of “clinic” or “office.”
- The “patient” is the same as the “pet.” May use either instance.
- The “client” is the same as the “pet owner.” May use either instance.

PowerPoint Presentation

The presentation slides provide a shared visual focal point and are used mainly as a “pace setter” by the Certified Trainer. The content of the workshop is not reliant on the PowerPoint presentation; rather, the flow of activities is moderated using the presentation.

Note that the videos shown during the workshop are projected from the PowerPoint presentation. The video media objects are embedded into slides and launched by a mouse-click. The video vignettes are used in two ways: 1. as a conversation starter, and 2. for skill evaluation scenarios.

Materials

Supplies

- Laptop computer (if one is not available in meeting room)
- Wireless presentation controller
- Portable projector (if one is not available in meeting room)
- Portable speaker (back-up in case audio does not work in meeting room)
- USB drive with complete presentations (back-up in case of technical issues)
- Pens (enough for each participant)
- Post-Its (minimum of 10 3x3 blocks)
- Markers (minimum of 6)
- Poster-sized Post-Its (super sticky)
- Name tents
- Bells/buzzers (for Jeopardy)
- Bowl (for the Fish Bowl activity)
- Blank paper (for the Effective Inquiry activity)
- Timer (phone or watch)

Printed Documents and References

- **Day 1**
 - Sign in sheet
 - Pre-assessment
 - Workshop Roadmap
 - Organizational Culture reference sheet
 - Organizational Culture activity
 - Organizational Culture activity master key
 - Fish Bowl activity

- **Day 2**
 - Workshop Roadmap
 - Life Assistance Program (LAP) reference sheet
 - Rating Communication Skills worksheet
 - Clinical Communication Skills reference sheet
 - Communicating Value activity worksheet
 - Jeopardy master key
 - Post-assessment
 - Evaluation

Client Communication Workshop Kit

- Facilitation guide
- PowerPoint presentation
- Index cards (5 per team)
- My Six Word Story worksheets
- Client “I Wants” takeaway cards
- Small prizes (candy, stickers, etc.)

SUMMARY OF ACTIVITIES

You will facilitate a variety of topics over the course of the workshop:

Welcome

This section includes five topics: agenda, logistics, introductions, workshop objectives, and expectations.

Organizational History, Culture, and Organization

This section overviews our history, culture, and organizational structure. It highlights the executive team, flagship hospital, and the corporate headquarters.

Client Experience Workshop

This workshop is an interactive, storytelling experience about the history, growth, and impact of our client experience efforts.

Communication Tools

This topic introduces the importance of improving communication skills and overviews the four core communication tools covered in this workshop: non-verbal cues, active and reflective listening, open-ended questions, and empathy.

Clinical Communication Skills

Covering the five Clinical Communication Skills, this topic focuses on communication directly with clients. It includes several group activities, including a role-playing experience with you in the role as the client.

Patient Communication Skills

This section reviews ways that the patient's experience can be enhanced from all areas around the hospital.

Jeopardy

This wrap-up game reviews the key points from both days to reinforce the content covered. It functions as an overall conclusion to the CATapult workshop.

ROLE OF CERTIFIED TRAINER

Your role is to create a positive learning environment, encourage participation, empower people to question and reflect, and keep the workshop running on schedule.

This workshop should be a process of discovery for the participants. Lead them through the discussions and ultimate conclusions with minimal direction and facilitation – let them discover the information to increase the impact.

Feel free to use personal stories to emphasize the content, but be sure to share strategically and relevantly. It is important for Certified Trainers to strike an appropriate balance between sharing and soliciting. Please try to solicit participant responses as much as possible.

As a Certified Trainer, you have several specific responsibilities:

- Instruct participants on how to complete activities
- Lead whole-group activity debriefs
- Keep teams on task and on pace with schedule
- Ensure participants are satisfied and succeed in the workshop
- Reinforce the purpose and value of the workshop
- Engage the participants by contributing experience, thoughts, and strategies for applying knowledge and skills on-the-job
- Enforce the schedule and acceptable participant behaviors
- Follow the Certified Trainer Guide, and resist temptation to take over discussions or jump in too quickly

PREPARATION CHECKLIST

This checklist is available in the Certified Trainer binder, as a standalone, printable document on the provided flash drive, or on the CATapult Certified Trainer community page.

Pre-Workshop Tasks

- ☐ Determine the time and location for the CATapult session
- ☐ Secure the meeting room
- ☐ Complete the CATapult Session Request form
- ☐ Send session announcements
- ☐ Order catering (keep dietary restrictions in mind)
- ☐ Create name tents
- ☐ Confirm meeting space reservations and catering close to the event start date
- ☐ Confirm participant list with corporate headquarters
- ☐ Print all materials:
 - ☐ Sign in sheets
 - ☐ Name tents
 - ☐ Pre-assessments
 - ☐ Workshop Roadmaps (Days 1 and 2)
 - ☐ Organizational Culture reference sheets
 - ☐ Organizational Culture activity
 - ☐ Organizational Culture activity master key
 - ☐ Fish Bowl activity
 - ☐ Life Assistance Program (LAP) reference sheet
 - ☐ Rating Communication Scenes worksheets
 - ☐ Clinical Communication Skills reference sheets
 - ☐ Communicating Value worksheets
 - ☐ Jeopardy master key
 - ☐ Post-assessments
 - ☐ Evaluations
- ☐ Collect technical equipment
 - ☐ Laptop computer (if one is not available in meeting room)
 - ☐ Wireless presentation controller/advancer
 - ☐ Portable projector (if one is not available in meeting room)
 - ☐ Portable speaker (back-up in case audio does not work in meeting room)
 - ☐ USB drive with complete presentation (back-up in case of technical issues)
- ☐ Pack office supplies
 - ☐ Pens (enough for each participant)
 - ☐ Markers (minimum of 6)

- ☐ Post-Its (minimum of 10 3x3 blocks)
- ☐ Poster-sized Post-Its (super sticky)
- ☐ Pack activity supplies
 - ☐ Blank paper (for the Effective Inquiry activity)
 - ☐ Bells/buzzers (for the Jeopardy activity)
 - ☐ Bowl (for the Fish Bowl activity)
 - ☐ Timer (phone/watch/alarm for timed activities)
- ☐ Pack Client Experience workshop materials
 - ☐ Facilitation guide
 - ☐ PowerPoint presentation
 - ☐ Index cards
 - ☐ My Six Word Story cards
 - ☐ Client "I Wants" cards
 - ☐ Small prizes (candy, stickers, etc.)

Day of Workshop Tasks

- ☐ Set up the room
 - ☐ Arrange the tables, chairs, and multimedia equipment as required
 - ☐ Select a layout appropriate for the meeting space
 - ☐ Set the presentation to Presenter View in PowerPoint
 - ☐ Place name tents pens, 3x3 Post-It blocks, and pre-assessments on every table
 - ☐ Prepare printed materials in order of their distribution
 - ☐ Lay out the catered food in an organized manner
 - ☐ Start appropriate music to set a positive tone
 - ☐ Collect the pre-assessments prior to beginning the workshop
- ☐ Prepare the room for the first Organizational Culture activity
 - ☐ Distribute the Organizational Culture reference sheets
 - ☐ Ensure there are enough small Post-It notes and markers on the participant tables
 - ☐ While the participants are writing their responses, place the large (poster-sized, super sticky) Post-It notes around the room identified with each category (you can use one sheet for two categories if needed)
- ☐ Prepare the room for the second Organizational Culture activity
 - ☐ Split the participants into teams
 - ☐ Distribute the envelopes with the pre-cut categories and facts from the Organizational Culture envelope (1 per team)
 - ☐ Set the timer for five minutes and begin the activity
- ☐ Prepare the room for the Fish Bowl activity
 - ☐ Place the pre-cut terms from the Fish Bowl envelope into the bowl
 - ☐ Split the participants into teams
 - ☐ Pass the fish bowl back and forth between the teams until all the terms have been selected

- ☐ Prepare the room for the Client Experience workshop
 - ☐ Set up the space so that participants are seated in small clusters of 2 to 3 people, with chairs arranged so that nothing is blocking participants from each other.
 - ☐ Display the presentation
 - ☐ Follow the Facilitator Guide instructions
 - ☐ Pass out the index cards and markers
 - ☐ Award the small prize to the winning team(s)
 - ☐ Pass out the My Six Word Story worksheets
 - ☐ Pass out the Client “I Wants” takeaway cards
- ☐ Reset the room for the second day
 - ☐ Select a layout appropriate for the meeting space
 - ☐ Place pens and 3x3 Post-It blocks on every table (enough for each seat at the table)
 - ☐ Set out name tents (consider moving them around differently from the first day to encourage additional participant interaction)
 - ☐ Prepare printed materials in order of their distribution
 - ☐ Lay out the catered food in an organized manner
- ☐ Prepare the room for the Effective Inquiry activity
 - ☐ Pair up the participants
 - ☐ Pass out one piece of blank paper per pair
 - ☐ Ensure each pair has a pen or pencil
 - ☐ Walk around the room to verify that the rights questions are being asked at the appropriate time
- ☐ Prepare the room for the Clinical Communication Skills activity
 - ☐ Break the participants into teams
 - ☐ Pass out one poster-sized Post-It paper and marker per team
- ☐ Prepare the room for the Communicating Value activity
 - ☐ Break the participants into teams
 - ☐ Pass out the Communicating Value activity worksheet
 - ☐ Set up two chairs at the front of the room for the client role-playing part of the activity
 - ☐ Pretend to be the client, responding appropriately to the demonstrated communication tools
- ☐ Prepare the room for the At the Heart of Our Communications activity
 - ☐ Break the participants into teams
 - ☐ Provide poster-sized Post-Its for the groups to present their top ideas for improving the patient experience
- ☐ Prepare the room for the Jeopardy activity
 - ☐ Split the participants into teams
 - ☐ Place a bell or buzzer out for each group
- ☐ Collect the post-assessments and evaluations
- ☐ Close the workshop, thanking the participants for their time and attention
- ☐ Clean up the room and reset it to the preferred layout



Post-Workshop Tasks

- ☐ Scan and/or send sign-in sheets, pre/post-assessments, and evaluations forms to Melanie Larsen at the corporate headquarters
- ☐ Update corporate headquarters about the session details
- ☐ Take inventory of materials
- ☐ Order more supplies as necessary
- ☐ Submit expense report
- ☐ Attend monthly CATapult Certified Trainers WebEx meetings, prepared with examples and scenarios to discuss

WORKSHOP SCHEDULE

The workshop proceeds at a brisk pace. Participants have much to do and discuss. Be aware of the time and do your best to keep the discussions on target and moving forward.

Day 1	
Topic	Time / Duration
Welcome and Overview	30-45 minutes
Our History, Culture, and Organization	25 minutes
Organizational Culture	1.5-2 hours
Break	10 minutes
Organizational Culture Activity	20 minutes
Corporate Headquarters	5-7 minutes
Fish Bowl Activity	20 minutes
Break	10 minutes
Client Experience Workshop	90 minutes
Workshop Roadmap	5 minutes
Conclusion	1 minute

Day 2	
Topic	Time / Duration
Welcome and Overview	10 minutes
Communication Introduction	25 minutes
Communication Tools	2-2.75 hours
Break	10 minutes
Communication Tools Continued	2-2.75 hours
Workshop Roadmap	5 minutes
Clinical Communication Skills	2.25-2.5 hours
Break	10 minutes
Patient Communication	25 minutes
Workshop Roadmap	5 minutes
Real World Scenarios	20-25 minutes
Workshop Roadmap	5 minutes
Jeopardy	30 minutes
Conclusion	1 minute

WELCOME AND OVERVIEW

This section includes five topics: agenda, logistics, introductions, workshop objectives, and expectations.



PowerPoint

Display the first slide as the participants are arriving.



Time

1 minute



Objectives

Warmly welcome the participants to the workshop. Express appreciation for their attendance and genuine enthusiasm for them being a part of the team.



Materials

Distribute the sign in sheet and pre-assessments.



Tips

- Consider using the Presenter View feature of PowerPoint, so you can see the next bullet or slide coming up next.
- Feel free to play music before the workshop starts, during breaks and lunch, and at other points during the event.



Do

- Introduce yourself. Provide your name, title, years within the industry, and years of service at this organization. (Since they may be new associates, and they may not be familiar with most job roles and responsibilities, you will want to provide an overview of yours).
- Explain that the pre/post-assessments are **anonymous**. Emphasize that these are assessments, not tests, and they are used to help us establish base-level knowledge and determine information transfer by the end of the workshop. Ask them not to look up the answers, copy from others, or help one another. **Mention that the assessments are printed on both sides.** Ensure that they were fully completed, as it impacts the assessments scores.
- **Collect the pre-assessments prior to covering any content.**



Say

"Thank you for taking time away from your hospital to attend this training. We are so delighted you are part of the team. Each one of you serves a critical role in our success."



Transition

"Let's see what you can expect from the workshop today."





PowerPoint

Advance to the **Agenda (2)** slide.



Time

2 minutes



Objectives

Describe the flow of the day and high-level previews about the covered content.



Do

Use the bullets on the screen to guide you through the day's schedule. Mention that much more detail will be provided in each section.

- **Introductions** include time for participants/Certified Trainer to present information, as well as a welcome video from a company founder.
- **Workshop Objectives** and **Expectations** cover the learning outcomes and behavior parameters for participants.
- **History, Culture, and Organization** describes the founding and existing executive team, highlights the flagship hospital, reviews our mission, details the organizational culture, explains our divisions, and provides resources available from the corporate headquarters.
- **Client Experience Workshop** is an interactive, storytelling experience about the history, growth, and impact of our client experience efforts.
-



Transition

"Now that you know the basic content that we're covering, let's take care of a few more items."



PowerPoint

Advance to the **Logistics (3)** slide.



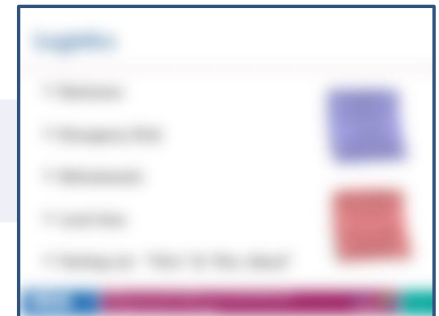
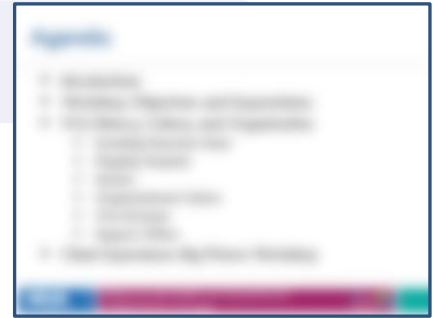
Time

2 minutes



Objectives

Explain basic logistics for the workshop.





Pre-Work

Hang the poster-sized Post-It papers to the wall for the “Wow” and “How About” commentary. If you are not using poster-sized Post-It papers, indicate the area of the room for the participants to communicate their “Wow” and “How About” information, such as a whiteboard or wall.



Main Talking Points

- Use the bullets on the screen to guide you through while explaining the logistics of the facilities.
- Point out the location of the restrooms and emergency exits.
- Remind the participants where they can find beverages and other refreshments.
- Provide an estimated lunch time.
- Explain that the “parking lot” is a spot for the participants to add their questions and concerns using the sticky notes at their tables. A “Wow” sticky note calls out topics, moments, or activities the participants really enjoyed. The “How About” sticky note calls out workshop suggestions, concerns, or topics that the participants would like to explore further.



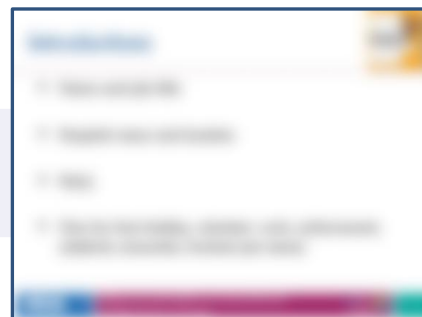
Transition

“Ready to get to know each other a little better?”



PowerPoint

Advance to the **Introductions (4)** slide.



Time

15-30 minutes



Objectives

Break the ice with a diversified group of associates. The activity provides the Certified Trainer and participants the opportunity to get to know each other, fostering a connected and comfortable learning environment.



Do

- Introduce the activity. Explain that the participants introduce themselves by using the bullets on the slide as their guide.
- Although you already provided a brief introduction at the beginning of the workshop, model the activity by walking through the bullets with your own information, so participants can observe the flow of the activity.
- After you have introduced yourself, ask for a volunteer to go next.
- Once the first person has completed his/her introduction, ask the person to the left or right to go next.
- Continue the introductions until all participants have completed the activity.



Tips

- Engage the participants with follow-up questions or commentary to convey interest with these two factors in mind:
 - consistency of interaction with each participant.
 - overall timing for this activity (the more participants in the room, the more time that this activity will require – be aware of how much time you spent on each introduction).
- You may need to help draw out a participant's fun fact. You can use probing questions, such as: "What do you enjoy to do with your free time? Hobbies? Sports? Activities? Favorite vacation spot? Bucket list destination? What achievement are you most proud of? Have you ever met anyone famous? What's the funniest pet name you've ever heard?"



Transition

"Now that we've all had the opportunity to introduce ourselves to one another, we have one more introduction. One of the co-founders would like to say a few words."



PowerPoint

Advance to the **Welcome from the Co-Founder (5)** slide.



Time

3 minutes



Objectives

Introduce the co-founder.



Ask

"What is your impression of this co-founder?"



Do

Share any appropriate personal stories you can about this executive. Consider emphasizing the following:

- His/her authentic care and concern for people
- His/her consistent focus on patient care remaining the top priority
- His/her warm and inviting personality
- His/her continued impact on our culture



Transition

"Now that we have met everyone, let's go over the workshop objectives."



PowerPoint

Advance to the **Workshop Objectives (6)** slide.



Time

2 minutes



Objectives

Provide an overview of what the participants will learn in the workshop.



Do

Review the workshop objectives (anticipated outcomes) listed on the slide.



Transition

"Before we move on, let's review our expectations for the next two days."



PowerPoint

Advance to the **Expectations (7)** slide.



Time

3 minutes



Objectives

Overview of the participant's expected behaviors during the workshop.



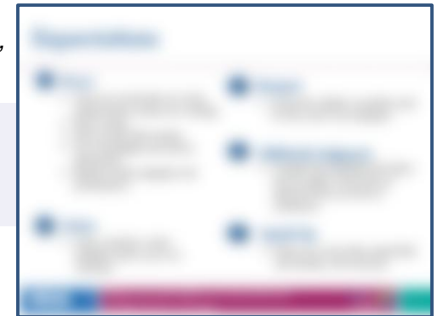
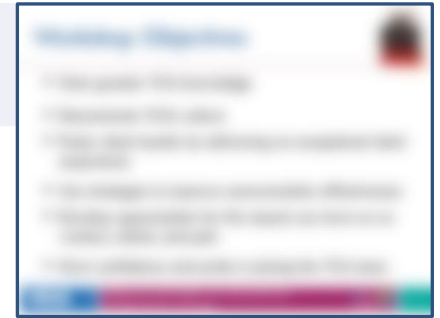
Say

"It's important to set expectations for the workshop. You should show a high level of participation and attentiveness, seeking for understanding and knowledge sharing."



Main Talking Points

- Participants are expected to remain focused. Please remove potential distractions, such as phones and emails.
- Listen to each other. There is a tremendous amount of interaction, and participants should take the opportunity to listen and learn from other's experiences.
- Remain respectful as people share their opinions and perspectives. Don't talk to others or check your cell phone while someone is speaking. Actions and words communicate a lot to others.



- As people share their perspectives and you form impressions about the participants and their opinions, withhold judgment about the info received. Seek for understanding and opportunities to learn.
- This is a safe space. Encourage participants to speak up, and please ask them to do it pro-actively.
- Mention that you as the Certified Trainer are held to the same expectations as the participants.



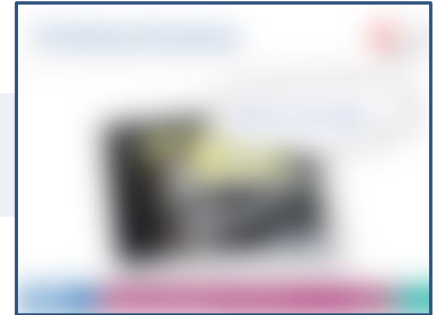
Transition

"It's time to talk about a document that we'll use for the next two days."



PowerPoint

Advance to the **Workshop Roadmap (8)** slide.



Time

5 minutes



Objectives

The Workshop Roadmap is a tool used to review information and capture key learnings at the end of each section. This Workshop Roadmap is for the individual participants – not to be shared with their managers. Encourage participants to pro-actively share their takeaways with the group.



Materials

Pass out the Workshop Roadmap, if you haven't already.



Main Talking Points

- Explain to the participants that the Workshop Roadmap is their WIIFM (What's In It For Me), a place for the participants to record important takeaways from the learning experience. They are not required to share their responses with their manager.
- The Workshop Roadmap is broken down into the main topics explored in the workshop with questions corresponding to each section.
- The participants do not need to answer each question.
- Questions are listed within the Workshop Roadmap to encourage reflection and application.
- Participants can use the back of the paper to take notes. Mention that there are competitions throughout the two day workshop and they can refer to their notes as they compete.
- Remind the participants to add to the Wow/How About area.



Transition

"Let's talk about some important foundational knowledge."

WORKSHOP CONCLUSION

This section concludes the workshop with a summary of important content (Jeopardy) and a feel-good video focused on different divisions, locations, and departments.



PowerPoint

Advance to the **Jeopardy (55)** slide.



Time

30 minutes



Objectives

Reviewing the content from the past two days in a fun and engaging way, participants form two teams and compete in the classic game of Jeopardy.



Certified Trainer Notes

- Enforce game rules and ensure fair game play.
- Slide 2 is the main Jeopardy display.
- Each value on the board links to a clue. Click on the home icon to return to the main screen.
- With Double Jeopardy, click on the middle of the slide to go to the Daily Double clue.



Pre-Work

- Print the Jeopardy master key.
- Know where the Jeopardy answers are within the presentations.
- Practice using the Jeopardy PowerPoint prior to the workshop.



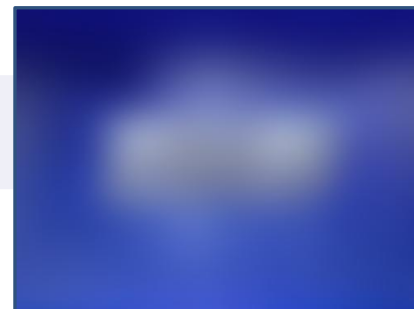
Supplies

- Jeopardy Final Review Game PowerPoint (this file needs to be kept separate from this presentation to work properly)
- Jeopardy master key
- Bells or buzzers



Activity Instructions

1. Split the room into two teams. You can use the same teams from the previous competitions.
2. If you have someone observing the workshop, ask him/her to be the scorekeeper and assist you with determining who buzzes in first.



3. Explain the basic rules:
 - No one can ring a bell/buzzer until after the answer has been read in completion.
 - Teams can discuss responses prior to buzzing, but all conversation must stop immediately after someone buzzes in.
 - All responses must be given in the form of a question.
 - Teams have 5 seconds to respond after buzzing in.
 - Correct answers earn points. Incorrect answers receive negative points.
 - Following an incorrect response, the competing team(s) has 5 seconds to buzz in and another 5 seconds to respond.
 - Double Jeopardy means that the team selecting that answer has the exclusive opportunity to answer the question without the other team buzzing in. Also, the selecting team can determine how much to wager.
4. Give each team a bell/buzzer.
5. Begin playing.



Transition

"To truly help you feel like part of the team, here's a final send off from the different divisions, locations, and departments."



PowerPoint

Advance to the **We are a Team (56)** slide.



Time

4 minutes



Objectives

Show the various divisions in a fun, engaging way.



Transition

"I hope that you have enjoyed the insight into our history, culture, organization, divisions, and communication styles that we covered during this workshop."



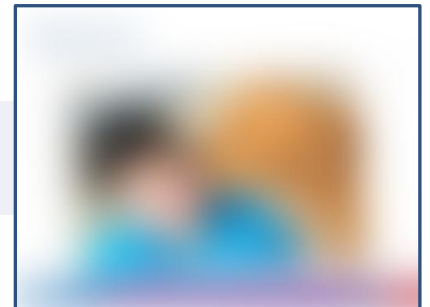
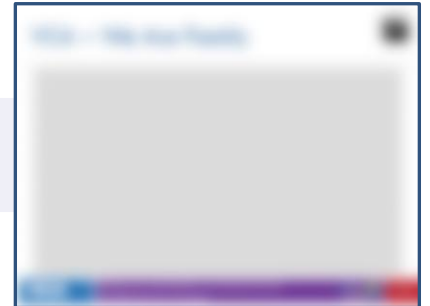
PowerPoint

Advance to the **Thank You! (57)** slide.



Time

1 minute





Objectives

Close the workshop.



Handout/Materials

Distribute the post-assessments and workshop evaluations.



Main Talking Points

- Thank participants for attending. Express appreciation for the efforts taken by the participants and their support teams from their hospital.
- Ask them to complete the anonymous evaluation (encourage them to provide critical feedback, both positive and negative) and post-assessment.
- When they are done with the post-assessment, review the questions and answers, so the participants know the correct answers before they leave.
- Explain that this workshop will continue to evolve based on their evaluations, because we want this program to be relevant and impactful to their experience with this organization.
- Thank them again and provide your contact information, in case the participants have any questions, comments, or concerns.



Certified Trainer Notes

- Collect the pre/post-assessments and evaluation forms in an anonymous way. Send them to Melanie Larsen at the corporate headquarters address.
- If you want to keep a version of the forms for your records, feel free to copy/scan them before you send them to the corporate headquarters.
- Complete the remaining items on the Post-Workshop Checklist.