



# Training Tips

Practical Ideas for Maximizing Your Investment In **180 Ways To Walk The Recognition Talk**

**180 Ways To Walk The Recognition Talk** is a powerful stand-alone development tool, and a high-impact accompaniment to your:

- Leadership development training
- Organizational improvement initiatives
- Team-building activities
- New-hire orientation
- *and much more!*

The following exercises are designed to enhance participant learning when the handbook is used in a classroom or small group setting.

## Jump Start With Pre-Reading

Have participants read **180 Ways To Walk The Recognition Talk** prior to your session. Ask them to highlight 2-3 concepts or ideas that have particular significance for them.

Use a portion of the session time to discuss their findings and explore how that information can be used to benefit them and the organization.

## In Search of Obstacles

Regardless of our beliefs and good intentions, we all face obstacles and miss opportunities to give deserved recognition. This exercise will help pinpoint some of those “restraining forces” and help develop strategies to overcome them:

Randomly assign page groupings to individuals or table groups. Instruct participants to identify as many real-world obstacles as possible that can prevent the ideas on their assigned pages from occurring. Then, ask participants to identify . . .

- A. What they consider to be the three most common and significant obstacles existing within your organization.
- B. Ways their top three obstacles can be overcome.

Have participants present their findings to the entire group. Close with a discussion about how these lists might be used to better Walk The Recognition Talk.

## 181 ... And Beyond!

In small table groups, ask participants to brainstorm additional techniques (beyond the book) for recognizing peoples’ efforts and achievements. Give them 5-10 minutes for idea generation.

Then ask each table group to present/explain their recommendations (on a flip chart sheet) to the entire group. After the presentations have been completed, instruct participants to record what they consider to be the three “best” on the back inside cover of **180 Ways**.

Consider publishing all of the new ideas in your company newsletter or other in-house communications.

## “Is That Your Final Answer?”

Set up a mock “Who Wants To Be A Millionaire?” (or similar) game show in which teams of participants answer questions from **180 Ways** such as:

- Which of these is NOT on the “recognition checklist” (handbook page 39): timely, sincere, clear, proportional? (answer: clear)
- Who is the former mayor of New York mentioned in the book? (answer: Ed Koch)
- What is “The Platinum Rule”? (answer: Treat others the way THEY want to be treated.)

This exercise can be made even more fun by including a game show host and the equivalent of “life lines.”

## One Picture’s Worth ...

In small table groups, instruct participants to create a motivational poster (flip chart sheet) that “sells” the importance of recognition and encourages people to do it. Inform them that creativity and total group participation are important – artistic quality doesn’t matter.

After presenting their posters to the entire group, have the “artists” sign their work. Collect the posters and display them throughout your facility ... or publish them in your newsletter.

## On The Radio

Build commitment for Walking The Recognition Talk by exploring the specific benefits to be gained by each employee.

On a flip chart, draw a large radio with the dial set to “WII-FM” (What’s In It For Me).

Then divide participants into small table groups. Instruct them to review the handbook and develop a mock radio broadcast segment (news bulletin, public service announcement, interview, etc.) that explains what’s in it for all employees to recognize peers, direct reports, and bosses (i.e., How I gain when I recognize someone else).

Have the groups role-play their broadcasts. Discuss the experience, results, and key learning.

## Shameless Bragging

Review your organization’s mission, vision, and values and ask each participant to select one person (co-worker, direct report, or boss) whom they feel best exemplifies these standards and goals.

Then, have small table group discussions in which group members “shamelessly brag” about the individual they selected and the specific behaviors their “selectee” has demonstrated.

Finally, ask participants if they personally have recognized their selectee for the described behaviors. If “yes,” have them describe what they did and how it was received. If “no,” ask for their commitment to provide the recognition as soon as they return to work.

Emphasize the following key learning points through post-activity group discussion:

- It’s specific behaviors rather than mere good intentions that carry the day.
- Providing recognition is everyone’s responsibility.
- We all miss opportunities to give recognition.
- Individual performance directly contributes to organizational success.

## Put ’Em On The “Small Screen”

Prior to your training session, solicit a cross-section of employees to share their feelings about recognition on video. Have them respond to questions like:

- What’s the best recognition you ever received?
- How does it feel when you do a good job but no one acknowledges your efforts and contributions?
- What’s it like when someone does take the time to give you recognition for a job well done?

Edit the segments together into a short “real world/real people” video and use it as part of your training activities – with appropriate classroom discussion after viewing.

## Opposites Detract

Focusing on what NOT to do can help reinforce what people *should* do. Try this exercise:

Randomly assign individual characteristics of good recognition (found on the Checklist, page 39) to table groups and ask them to . . .

- Identify/describe what recognition that is opposite to this might look and sound like.
- List the various impacts they feel the opposite recognition would have on a person receiving it.

Have table groups present their results to the entire group. Conclude by asking the following:

- What’s the key learning from this exercise?
- What can we conclude about the importance of the ideas presented in this handbook?

## “What Else Can We Do?”

Looking for other ways to use **180 Ways To Walk The Recognition Talk?** Distribute the books to a small focus group of employees and managers. Ask them to brainstorm how the book can be used to build a culture of appreciation and acknowledgment within your organization.

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