Have you ever given an employee what you thought was a crystal-clear instruction only to discover later on that they didn’t quite get it? In this course you will learn:

- A simple five-step method for giving clear directions.
- How to ensure your employees take action – the first time you ask.
- Why two-way dialog is critical in achieving a successful outcome.
- One powerful way to confirm understanding, even with your most challenging employees.
Objective: This Follow-Up Guide is a tool that enables managers, work coaches, and mentors to provide ongoing coaching, mentoring, and encouragement to their employees who are participants in *The Leadership Journey*. Following-up with participants adds accountability and measurement to the learning process and reinforces the importance of applying newly learned skills.

Below you will find a list of personal action plan questions asked of participants for this course. You should receive a completed personal action plan from each participant that you are following-up with.

Follow-up should take place after the participant implements their action plan. It is recommended, but not always possible, to follow-up before the next training session.

1. What is the most important idea that you learned from this course?

2. Think of a situation where you will soon need to give instructions to one of your followers or coworkers. Using the five-step method, write out a script of what you will say to this person as you ask them to do the work.

3. Practice saying the script out loud until it feels comfortable and natural.

4. When you deliver the instructions remember to review your script.

(The follow-up guide is continued on the next page.)
The goal of this exercise is to have a discussion about the participant’s application of their new skills into your organization. Below are suggested questions to ask during your follow-up discussion. Feel free to add your own, change them, or omit ones that may not apply. It is OK to add your insights and suggestions to better help the participant.

1. Did your follower or co-worker understand your instructions clearly the first time?
2. Did you confirm understanding?
3. What would you have said differently?
4. What instructions did you give?
About Business Training Experts

We believe learning is not a one-time event, it happens over time.

Business Training Experts publishes corporate training programs that deliver lasting behavior change and business results. Our turnkey training programs are customizable to any organization’s needs.

We’ll transform your people with our proprietary burst learning model that takes a systematic approach to learning. Instead of relying on a one-time training event, our short courses can be spaced out over time. Students learn practical skills, then apply them on the job to real workplace challenges - before they learn the next set of skills. Supervisors learn and internalize through discussion, practice and application. Our follow-up tools hold students accountable for applying new skills in the workplace.

Over 1000 companies and tens of thousands of students have delivered lasting results through our training curricula. Topics include:

- Leadership Development for Supervisors and Managers
- Customer Service
- Time Management
- Sexual Harassment Prevention
- Diversity Awareness

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