|  |  |  |  |
| --- | --- | --- | --- |
| **Productively Funny: Full Day SESSION COMMUNICATION Skills and Team Building**  **Example** | | | |
| **Timing** | **Topic** | **Description** | **Skill Takeaways** |
| 9:00 – 9:30 | * Welcome/Intro’s * Here's what today's about * 90 Second Hello’s * Team Cheer | Seminar overview, expectations and a hands-on improv exercise for all 10 participants to develop creatively as individuals and as a team. | * Tighter, more well-rounded teams * A 360 understanding of the business - NO MORE SILOS * Fun drives a faster forward approach |
| 9:30 – 10:30 | Thinking on your feet | Everyone participates in Improv sessions important to customers’ needs. Imrpov will focus on:  Mastering the unexpected  Turning surprise into success  Less fear equals greater innovation | * Diverse ideas * Motivation "In-the-Moment" Mindset * Active Listening. * Creative Curiosity -Ask! Learn!  Take-Action NOW! |
| 10:30 10:45 | BREAK |  |  |
| 10:45- 12:00 | How to handle multigenerational and multicultural communication & Emotional Intelligence | Improv exercise puts participants in work and life situation where cultural and generational challenge arise. are identified and overcome in order to achieve a common goal. | * **YES and....Empathy**. Understanding diversity to drive new ideas * Reading body language & cultural clues * Talking 'bout my generation: From Baby Boomers through Gen Z.  The 411 on how to communicate |
| 12:00 1:00 | Lunch BREAK |  |  |
| 1:00 – 2:00 | Situations and Quick Responses | Highlights on how to work thru spur of the moment comments, conversations with all levels. | **YES AND….How we doing?**  Informal chats keep two-way communication open and increases the odds that nothing slips through the cracks. |
| 2:00 – 3:00 | Close & Summary | Review Team scores  Hand out Survey | Open dialog to review take-aways each person experienced. |
| 3:00 – 3:15` | BREAK |  |  |
| 3:15-4:00 | Situations and Quick Responses | Highlights on how to work thru spur of the moment comments, conversations with all levels. | * **YES AND….How we doing?**  Informal chats keep two-way communication open and increases the odds that nothing slips through the cracks. |
| 4:00-4:30 | Close & Summary | Review Team scores  Hand out Survey | Open dialog to review take-aways each person experienced. |