

# Whale Done!™

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The Power of Positive Relationships

For Preview Only

**Participant Workbook**

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# Notes

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## **This Program Is Designed To**

**Whale Done!**™ is designed to teach you how to improve your relationships at work in order to become more productive and to achieve better results.

We have to rely on and work with others in order to be productive and achieve results. The problem is that many work environments are not conducive to positive relationships. Instead, they employ the GOTcha approach (catching people doing things wrong). If an employee makes a mistake, then someone else is waiting to catch the employee with a GOTcha! Many times, GOTcha! is the result of our upbringing, is inadvertent, or is a result of a lot of programs that focus on fixing problems. This type of culture can be unproductive and self-defeating. While focused on the mistake, we are inadvertently reinforcing what we don't want to happen—the negative behavior.

The **Whale Done! Approach** can have a dramatic positive impact on your relationships with others. It is contagious and will help your entire organization increase productivity, improve employee morale, and achieve better results.

## The Rock-Bottom Benefits Are

Here are the benefits this program can deliver for you and your organization:

### For you

- Reduce stress—**Whale Done!** helps eliminate the stress of negative interactions in the workplace
- Get more done—By building trust, accentuating the positive, and using the redirection method, you will keep others positively focused on the right actions needed to achieve results
- Just plain feel better—That's what happens when you focus on building positive productive relationships

### For the organization

- Increase retention of your best performers—Workers are growing unhappier with their jobs. A survey of 5,000 workers in the United States revealed that only 51 percent were satisfied with their jobs compared to 59 percent in 1995 (The Conference Board, March 2002). The cost for replacing an employee ranges from 29–46 percent of his or her annual salary. The cost of replacing a manager is two to three times that of replacing a nonmanager.
- Increase creativity and innovation—By creating positive relationships at work, you create an environment where people will have fun, be creative, and be willing to take bigger risks to achieve greater results
- Improve service to team members and customers—Employees who feel appreciated and fairly treated take better care of each other and the customer
- Inspire passion and boost performance!—Look out for positive, turned-on people! They can't help but improve the bottom-line performance of their organizations

## **Employees Will Know How To**

Once you've been through this course, you should be able to:

- Explain the impact that positive relationships and the **Whale Done! Approach** can have on your organization
- Identify ways to build trust with others in the organization
- Identify and implement the five steps of redirection
- Identify and implement the four steps of the **Whale Done! Response**

### **The Whale Done! Approach:**

- Build trust
- Accentuate the positive
- When mistakes occur, redirect the energy

## Power of Relationships

**Instructions:** Identify a positive relationship you have experienced in the past and then answer the following questions. Feel free to be honest. No one will see your answers but you.

1. What type of a relationship did you have with this person? (i.e., coach, friend, mentor, boss, coworker, peer, spiritual leader, etc.)
  
2. If you could only use three adjectives or phrases to describe this person, how would you describe him or her?
  - a.
  
  - b.
  
  - c.
  
3. What attributes or qualities did that person exhibit that increased the positive nature of your relationship?
  
4. What did that person do or say that encouraged the positive outcome of your relationship?
  
5. How do you typically respond to this person?

Now think of a relationship that you would classify as less than positive.

1. What attributes or qualities did that person exhibit that decreased the effectiveness of your relationship?
  
2. What did that person do or say that encouraged the negative outcome of your relationship?
  
3. How did you find yourself responding to this person?

**Notes for *Whale Done!*<sup>™</sup> Video**

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## **Whale Done!<sup>TM</sup> Video Discussion Questions**

- In your opinion, what do people and whales have in common?
- What did Ken say was the foundation of building positive relationships?
- What did the whale trainers say was involved in building trust?
- What does Ken say is the first thing new animal trainers learn?
- Why is it important to find out what motivates the individual whales? Is it the same for people?
- What role does “fun” play in accentuating the positive?

## **Whale Done!<sup>™</sup> Video Discussion Questions, continued**

- Why is it important to keep things interesting for the whales and how do the trainers do that?
- Why is it important to praise progress and not just the end result?
- What is the concept of redirection? Why is it important?
- How does redirection differ from what most of us perceive as getting someone “back on track?”

## Three Most Important Actions

**Instructions:** List the three most important actions you can take to impact individual relationships in your organizational environment. Make sure you list the actions as “I” statements. Focus on what you can do, not on what you think the executives, management, or other employees need to do.

I can ...

I can ...

I can ...

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## **Behaviors That Build Trust**

**Instructions:** Look back at the examples of past relationships and list those behaviors that support building trust in your relationship to others.

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**Whale Done!<sup>TM</sup> in Action Notes**

**Redirection**

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## **Kinds of Responses :**

- 1. No Response**
  - 2. Negative Response**
  - 3. Redirection**
  - 4. Positive Response**
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## **R e d i r e c t i o n   R e s p o n s e :**

- 1. Describe the problem clearly and without blame.**
  - 2. Show its negative impact.**
  - 3. Take the blame, if appropriate.**
  - 4. Make sure the task is understood.**
  - 5. Express trust and confidence.**
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Notes

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## **Redirection Scenario 1**

### **Employee-to-Employee**

**Instructions:** Review the scenario, then, using the details provided, practice the redirection response. The person providing the redirection should start the dialogue, and the whole exchange should only last a few minutes. The steps to the redirection response are listed for you below.

#### **Redirection Response:**

1. Describe the problem clearly and without blame.
2. Show its negative impact.
3. Take the blame, if appropriate.
4. Make sure the task is understood.
5. Express trust and confidence.

#### **Employee 1**

You work in the accounting department. The other employee is one of the new sales people. This person has placed an order in the system incorrectly. The error not only affects you, but the fulfillment department and potentially the sales person's paycheck. You heard someone from the fulfillment department talk in the break room about coming down hard on the "airhead" sales staff. You need to approach the other employee and redirect her error.

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#### **Employee 2**

You are new to the company and new to the sales department. You are under the impression that you currently have a handle on the process and have figured out how it works. However, last week someone from fulfillment pulled a GOTcha response on you when you made an error entering an order. You are trying really hard and want to enter the orders correctly, but there are just so many details to deal with.

## **Redirection Scenario 2**

### **Work Group**

**Instructions:** Review the scenario, then, using the details provided, practice the redirection response. The person providing the redirection should start the dialogue, and the whole exchange should only last a few minutes. The steps to the redirection response are listed for you below.

#### **Redirection Response:**

1. Describe the problem clearly and without blame.
2. Show its negative impact.
3. Take the blame, if appropriate.
4. Make sure the task is understood.
5. Express trust and confidence.

#### **Team Member 1**

Your team has a major project due for the president of the organization in two days. However, one of your team members has recently become distracted by some personal problems. You just found out that the figures you need from this person aren't going to be done in time. As a result, you are going to have to work all evening to finish the project. You need to redirect Team Member 2.

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#### **Team Member 2**

Your team has a major project due for the president of the company in two days. You had been working really well together, but now you are having some family problems and you are distracted from the project. You want to pull your weight, but you are having difficulty keeping your mind on task. You have never had an issue in the past about meeting deadlines or following through on your responsibilities to the team, but lately you are feeling overwhelmed by your personal life.

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## **Redirection Scenario 3**

### **Manager-to-Employee**

**Instructions:** Review the scenario, then, using the details provided, practice the redirection response. The person providing the redirection should start the dialogue, and the whole exchange should only last a few minutes. The steps to the redirection response are listed for you below.

#### **Redirection Response:**

1. Describe the problem clearly and without blame.
2. Show its negative impact.
3. Take the blame, if appropriate.
4. Make sure the task is understood.
5. Express trust and confidence.

#### **Manager**

You are walking through the department and you see one of your most creative employees frantically going through the wastepaper basket. This employee's office is always a pit, and he can never find anything when it's needed. You stop in the office to see what's wrong. This is a prime opportunity for redirection.

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#### **Employee**

You are by nature a little disorganized. You are one of the most creative people in your department. You have misplaced the campaign notes you jotted down on a coffee napkin when you were on break. You really need those notes because you have to get the details of the campaign mapped out for everyone else. You have assumed that you accidentally threw the napkin away, so you are frantically going through your trash.

## **Redirection Response Observer's Sheet**

1. Was the situation described clearly and without blame? What words or phrases were used to communicate clearly?
2. Was the negative impact shown without the use of a GOTcha Response?
3. Did the redirector accept blame for the mistake?
4. Did the redirector make sure the task was understood? If so, how?
5. What words or phrases were used to express trust and confidence to the employee?