

# Lesson Plan

Subject: Module 1-Culture: Creating and Managing a Unique Experience

Topic: Lesson 1 – Culture Basics

**Objectives:**

1. To teach professionals why a positive culture is important to their success.
2. To learn how teammates can work together to create a fun and engaging culture.

**Student Supplies:**

1. Drivers of Success Lesson
2. Drivers of Success Journal
3. Pens/Pencils/Highlighters

**Facilitator Supplies:**

1. Drivers of Success Teacher Edition
2. Drivers of Success Journal
3. Your optional video resource for this lesson is *Influencing Your Culture*
4. Markers/highlighters
5. Poster paper/board
6. Timer
7. Prop to utilize as “microphone”

**Facility:** Prior to class, set the room in a layout that will allow for engagement and movement. Be sure to have enough chairs for each participant.

**Preparation:**

1. Review Teacher Edition including Teacher tips.
3. Review appropriate Journal page(s).
4. Make any necessary notes.
5. Review all Teacher Tips for timing.
6. Review and cue-up *Influencing Your Culture*
7. Review [www.acomplaintfreeworld.org](http://www.acomplaintfreeworld.org).

## I. Opening

- Welcome to Drivers of Success. Thank you for being here. Today you will begin your journey to professional and financial success.
- THINK OUT LOUD: This is exciting for me because this business has been so good to me and I'm excited to watch each of you learn just what a great career choice you have made.
- ASK (Optional): If you have extra credit, please turn it in now.

## II. Intro

- Please take out your Module 1 Lesson 1. Today we will begin discussing Culture.

## III. Body

- Now please turn in your Drivers of Success to the next page: the Intro page.
- Page Intro-ASK: Would someone please stand and read the first paragraph on that page?
- Today we are going to learn what a positive culture is and how you and your teammates can work together to create a fun and engaging culture.
- Page 4-(after reading types of music) ASK: What type of band would you be in? Allow 1 minute for discussion.

- Page 6-GROUP ACTIVITY: Split into 2 groups and instruct group 1 to fill out the first column on page 6; group 2 fill in second column. Allow 3 minutes to complete the chart. Have each group share their examples.
- Page 10-ASK: What does it mean to be authentic? Allow 1 minute.
- Page 10-PLAY Video: *Influencing Your Culture*.
- Page 10-THINK OUT LOUD: It's 9 o'clock on a Friday and you and friends are going to hit the town. How do you prepare? What about your hair, your make-up and clothes. You want to look special right? You want to attract attention. Why wouldn't you put that much effort into dressing for work? Don't you want to project confidence and style to potential clients?
- Page 11-ROLE PLAY: (after reading "be a good finder") Turn to the person on your right and tell each other what you like about one another.
- Page 12-ASK: Do you ever complain? What are some of the things you have complained about in the past week? Allow 1 minute.
- Page 12-ASK: Now think about what good things you could have said instead in those situations. Who would like to share? Allow 1 minute.
- Page 14-ASK: What three small things could you do to make someone around you happy in the next hour? Today? This week? Allow 2 minutes for discussion.
- Page 15-THINK OUT LOUD: Guest Services is the toughest job in the company. They have to please not only the clients but the owner and every single service provider in the company ALL DAY LONG. Be kind to them. Tell them how much you appreciate them often. It's a very stressful job and your kindness to them will pay off.

#### IV. Review

- Use a prop (such as a round brush) as a microphone. Give a student the prop to start and have them read the first review point. Have the student pass the prop to another student to read the next review point. Continue in this fashion until all the review points have been read.
- Allow about 30 seconds for students to fill in the blanks on number 7.

#### V. Activities

- Page 18 (Optional)-Ask: Would you like to earn some extra credit for that test? If so, you will receive 1 point of extra credit for completing the Activities on page 18 that you do and bring to me next time we meet.
- Journal ACTIVITY: Take out your journal and turn to page 10. On page 10, write some of the steps you will take to make your guests feel important, special and cared for, be prepared to share them with the group next time we meet.

#### VI. Close

- Page 18-ASK: What was your biggest ah-ha moment in today's lesson? What stood out the most to you? Allow 2 minutes to discuss.
- As we progress through the program you will be learning so many things and I want you to maximize the possibility that you will remember the information. So, be sure to pick up your Lesson within the next three days and just skim the info again.
- Today you've learned what a culture is and how you can have a positive impact on your school or work. Next time we meet we will discuss your take-home Activities and you can share any changes you made with all of us.
- Thank you for being so attentive today. Make it a wonderful day. See you next time.