

Some people are born leaders. The other 99% need really good training.

Your managers are on the front lines. They're also the ones that lead everyone else. So if they don't know how to motivate and engage their teams in your company's strategy, the only place it's going to live is in a binder somewhere. Even if it is nicely bound, it won't do anybody a lick of good. Compass can help companies like yours bridge the gap between strategy and implementation, theory and practice and, perhaps most importantly, people and possibilities.



Compass

manager development program by root



There wouldn't be any reason to use us if we were the same as everybody else.

At Root, we have an interesting philosophy about training. In our opinion, people should actually retain what they've learned, then put it into practice (call us crazy). To make that happen, our approach is far from a talking head – or 17"-thick binders. Instead, we use facilitators, visual mapping, hands-on exercises and other experiential methods that bring ideas to life. We always knew our methods would adapt well. But when existing clients actually asked us to find a way to train managers without putting them to sleep, we couldn't wait to get started.



Even your favorite jeans in high school never fit you this well.

To use one approach from company to company has the Cinderella's slipper problem – the shoe only really fits its owner. We believe for people to learn well, training has to address your specific strategy, culture, business and needs. In other words, we don't operate in some "theoretical vacuum." Highly applied methods, totally focused on delivering your unique key performance indicators, will keep it real. That way, your managers will be ready to make a difference as soon as we let 'em loose!

Don't just take our word for it. Take theirs.

"It was an amazing experience overall. I feel like the company really invested in me as a leader ... This experience really cemented my passion for the company, and my commitment to continuing to grow with Anchor Blue."

"I really enjoyed the conference. I truly know what it means to be a leader in my store, and I was given great tools to ensure I am a successful store manager."

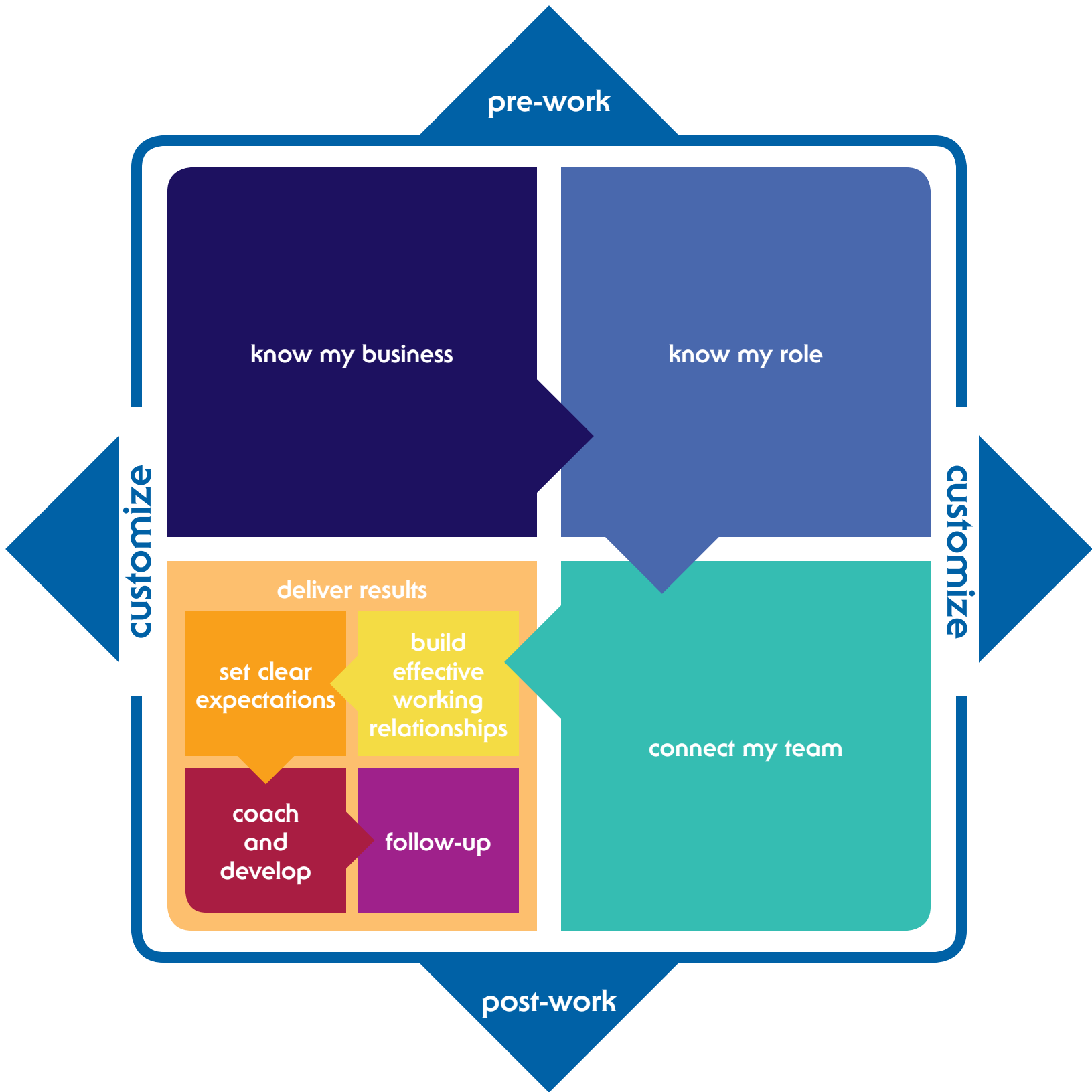
Sure, we measure results for our customers. But there's nothing like a little word of mouth to let people know what we're about. We've already worked with companies like Blockbuster, Anchor Blue, Brinker and Wrigley. In a nutshell, these top companies saw a real and critical need for our services. And when we completed their training programs, each had nothing but good things to say (we're blushing).

Training isn't all fun and games. Or, is it?

We're all about delivering proven content in a unique and engaging way, because we understand that people don't learn by just sitting and listening. The Compass Program uses a modular approach over the course of a two-day event to involve managers. By utilizing the tools listed below, we have plenty of ways to connect with them and keep things interesting:

- Pre-session newsletters/activities
- Motivating video (America's Cup video kicks off the program)
- Learning Map® discussion sessions
- Drawing exercises
- Games
- Personal assessments
- e-learning simulations to practice newly learned skills
- Role playing
- Post-workshop implementation activities





**You gotta love those teachers who assign
homework before the class even starts.**

(Well, we hope you do, anyway.)

compass pre-work

newsletters

assessment

e-learning simulation

Your managers will start by exploring the topics we'll be discussing throughout the workshop (that part is live and in person). This gives your managers a chance to get comfortable with the idea of what the sessions will be about – and usually sparks some thinking about what being a great manager really means. All this before our first date.

What Mike said that Caryn said that Lisa
said that Brad said ...

Not the best way to know what's going on.

1. know my business
learning map® module

This is where we focus on helping managers to really understand your business. They'll find out what your company wants to be – and why. That way your business strategy can be turned into positive words and actions. It's about realizing the importance of things like company culture and the big picture of the marketplace in driving business. Not to mention, where your managers fit into the whole ball of wax.

**It's pretty hard to be a role model
when you don't know what your role is
now, isn't it?**

2. know my role
learning map[®] module

The role of a manager is extremely important – unfortunately, a lot of managers don't realize just how important (let us count the ways). In this module, we'll help them understand that creating a great team benefits everyone involved. And that their role isn't just about projects and process, but about managing people. We'll also make it clear that it all has to start with them, because people don't leave companies – they leave managers.

You can't be a key player
if you don't know the game plan.

3. connect my team

dialogue
practice
planning

Here's where we transform clock-watchers, sleepwalkers and time-card punchers into engaged, focused business owners (we kid you not). See, when people really understand the "hows" and "whys" of a company, they feel like a part of something bigger than themselves. They'll share in your success. And even more importantly, feel what they're doing actually makes a difference. Vive la différence!

**“Getting to know you,
getting to know all about you ...”**

Sing it with us.

4. deliver results through my team

a. build effective working relationships

root flip dialogue

practice

planning

When you have a team that isn't working together, you can take steps backward instead of moving forward. This module shows managers the importance of working relationships. We'll demonstrate how solid relationships based on trust and communication = loyal employees and less turnover. It's that simple.

**Want employees to be mind readers?
Add “psychic” to your hiring qualifications.**

4. deliver results through my team

b. set clear expectations

root flip dialogue

practice

planning

In business, confusion about expectations is often the main cause of performance problems that hold an organization back. No one can deliver if they don't know what is expected of them. In this module, managers will learn to set clear expectations with their team. When employees know what they're supposed to do, they're a lot more likely to shine. And the future will look bright indeed.

You'll be a professional coach in no time.

Minus the sweatpants and gym socks.

4. deliver results through my team

c. coach and develop

dialogue

e-learning simulation

practice

planning

Silence may be golden. But in business, it'll cost you. Here's where managers learn that

having the right conversations with employees is the best way to improve performance.

Honest, timely feedback does wonders when it comes to boosting results. So, they can

expect plenty of practice with coaching conversations – whistle optional.

You can talk the talk. Time to walk the walk.

4. deliver results through my team **d. follow up – ensure execution and celebrate wins**

dialogue
practice
planning

Some managers need a bit of instruction when it comes to, shall we say, whooping it up? Let us clarify. It is important for managers to follow-up every day. But once the plan is in motion and the hard decisions are made, success isn't far behind. So, when there's a big win, celebrating is key. It keeps employees on track and enthused. Let the good times roll!

You gotta love those teachers who assign homework before the class even starts.

(And those who assign it when it's over.)

compass post-work

newsletter

refresher e-learning simulation access

planning

We'll wrap-up the program by stressing the importance of follow-up. Managers will take their personal key learnings and turn them into a game plan for the next 30, 60 and 90 days. The post-work is supported by an Action Plan website and access to all e-learning coaching as a refresher. Whew! We're done. But your managers aren't.

Well, what are you waiting for?

More engaged, informed and successful managers are pretty much as close as the phone – or one of our offices (even cooler if you stopped by). It isn't often that improving your organization by leaps and bounds is this easy. C'mon, make the jump.

Home Office

5470 Main Street
Sylvania, OH 43560
888.574.0077
FAX: 419.874.4801

Chicago

20 N. Wacker Drive
Suite 4100
Chicago, IL 60606
312.263.0974
FAX: 312.332.0980

London

35-41 Folgate Street
London E1 6BX UK
+44 (0)20 7611 3890
FAX: +44 (0) 7611 3886

