



Healthiest State  
— INITIATIVE —

# TEAM

Teaching Employees  
Accountability Matters

training manual



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**UnityPoint Health**

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## TEAM Workforce

TEAM Workforce provides 8 modules each with 30-minutes of instruction and exercises for Employers to deliver to employees. Instruction will lay the groundwork for workplace culture by providing the employer with an opportunity to insert company specific policy and expectations into the module lesson. The goal is to establish open communication and respect between the employer and employee by providing them with foundational expectations of the work environment.

## TEAM Supervisor

TEAM Supervisor provides 8 modules each with 30-60 minutes of instruction and exercises for Employers to deliver to their first time supervisors. Instruction will provide targeted development information for first time supervisors in critical areas that will be impacted by their new role. The goal is to establish open communication and respect between the employer and first time supervisor by providing them with tools to help them perform.



## TEAM Workforce

# Teaching Employees Accountability Matters

The TEAM program is designed to assist small employers committed to developing employees, increasing their engagement in the workforce and improving retention. The exercises provided will enable an employer to instill company values and mission into timely training segments that will communicate the employer's commitment to their employee's success.

## Modules

### Pages

1. WELCOME TO THE WORKPLACE	5-7
2. ENTHUSIASM & ATTITUDE	8-11
3. TEAMWORK	12-17
4. WORKING WITH OTHERS	18-19
5. GIVING AND RECEIVING FEEDBACK	20-23
6. COMMUNICATION	24-27
7. CHANGE MANAGEMENT	28-30
8. ETHICS AND DECISION MAKING	31-33



## TEAM Workforce

# Module 1: Welcome to the Workplace

### OVERVIEW:

Exercise to introduce the employee to the workplace. This exercise will lay a foundation for expectations of the company from attendance, work schedules, behavior, to work rules. The exercise provides an opportunity to gain insight into how an employee will expect to be treated and offer valuable information about recognition.

STEP	LENGTH (MINUTES)	DESCRIPTION
1	5	Welcome. Introduce topic.
2	10	Introductions.
3 / 4	20	Distribute and review Module 1 Handout, emphasizing company specific work rules and expectations.
OPTIONAL EXERCISE		
	25	Distribute Module 1 Exercise. Ask questions and expect feedback.



## TEAM Workforce

### Module 1: Handout

# Welcome to the Workforce

## We want you to stay!

1. SHOW UP.
2. BE ON TIME.
3. BE HONEST.
4. LEAVE PERSONAL ISSUES AT HOME.
5. FOLLOW THE RULES.
6. WORK WELL WITH OTHERS.
7. BE WILLING TO DO MORE THAN YOU ARE ASKED.
8. BE A ROLE MODEL.
9. COMMUNICATE
10. HAVE A GOOD ATTITUDE.

#### ADDITIONAL:

- \_\_\_\_\_
- \_\_\_\_\_



## TEAM Workforce

### Module 1: Exercise | Assessment

# Welcome to the Workforce

## We want you to stay!

1. Have you ever had someone show up late or not at all and that delay threw your day off? How did you feel?
2. When you make plans to do something and something happens to change your plans how do you deal with that?
3. Describe your ideal work environment.
4. What can happen in a day that might make you upset with a co-worker?
5. How do you like to be recognized for doing a job well?