



Learning to Lead

LESSON OBJECTIVE

Reinforce leadership skills every employee can use to help improve teamwork.

PREREQUISITE

Take approximately 5 minutes to review the PDF "4 Leadership Skills for Better Teamwork."

TIME REQUIRED

Approximately 15-20 minutes

ACTIVITY GUIDE

This lesson includes a PDF you can distribute to employees or hang in the breakroom. The group activities will help employees develop the skills listed in the PDF.

Introduction

Even people who are not leaders in an official capacity can still benefit from cultivating leadership skills. Developing leadership skills could help further your career and also help create stronger and more productive teams. In these activities, we'll help you understand the skills needed to be an effective leader.

Activity 1: Missing Pieces

Use this activity to help the members of your team understand the importance of communication, relationship building and problem-solving.

WHAT YOU NEED

- At least six people, divided into teams of two
- Enough playing cards that each person has 4 to 6 cards
- Envelopes
- Scissors

OBJECTIVE

Each team is to recreate as many of their playing cards as they can, trading pieces with other teams as necessary.

INSTRUCTIONS

- Divide the group into teams of two.
- Count out enough playing cards so there are enough for each person to have 4 to 6 cards.
- Cut each playing card into quarters diagonally.
- Shuffle all of the card pieces together, then place an equal number of pieces into enough envelopes so that each team will get one envelope.
- Give each team an envelope. Instruct them to spend 3 minutes sorting out their pieces. They should also develop a strategy for trading card pieces with other teams so they can reconstruct as many cards as possible.
- At the end of 3 minutes, instruct the teams to spend the next 8 minutes bargaining with other teams to trade cards for the pieces they need. They can do this individually or as a group.
- When the time is up, the team with the most complete cards wins.

DISCUSSION

- What were the most effective strategies for convincing other teams to trade? What didn't work?
- What skills did you use the most?



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Activity 2: Please Listen

This activity will help members of your team understand the importance of good communication skills, especially listening.

WHAT YOU NEED

- Multiple teams of two people
- Enough index cards so that each team has 8 cards

OBJECTIVE

Each person must listen to their teammate, then provide an objective recap of what they said.

INSTRUCTIONS

- On each of the index cards, write a topic that is easy to talk about. These should not be highly controversial topics, but interesting enough that they will get people talking. Examples: What is the best college football team? Who are the best musical groups of all time? Another option is to create topics related to common DIY projects. For example, "Tell me how to install a new fill valve on the toilet" or "Tell me how to prepare a wall for painting."
- Distribute eight cards to each team.
- Instruct one of the team members to blindly draw a card. They then have 2 to 3 minutes to talk about the topic on the card. During that time, the other member of the team will only listen, without making any comments or corrections to the person talking.
- At the end of 3 minutes, the team member who was listening has 1 minute to summarize the main points the other person said. They should give the recap without offering their own opinions, debating or disagreeing.
- When the minute is up, the two team members switch roles and repeat the process.

DISCUSSION

After the activity is over, bring the group together for a few discussion questions:

- How did each team member feel about the ability of the other person to listen objectively? Did they give non-verbal cues that made it more difficult to talk?
- How well did the other person do at summarizing after they listened?
- What lessons can we learn from this activity about listening?

For More Information

Employees can further develop their skills for working collaboratively by taking **NHPA's Joining a Retail Team** training course. This online course gets employees thinking about essential aspects of teamwork, including collaboration, communication and managing conflict. Learn more at YourNHPA.org/membership.

For more training resources, see the full suite of Trainer's Toolbox lessons that cover topics in operations, selling skills, product knowledge and merchandising. These lessons are available at YourNHPA.org/trainers-toolbox.