

Table of Contents

Program Overview for Trainers

Introduction to the <i>Seminars in a Box for Staff</i> training.....	iv
Time Frames for <i>Connecting with Members</i>	v
How to Use this Guide.....	vi
Training Room Plan.....	vii
Training Checklist	viii
Materials Needed.....	ix
Tips for Trainers	x

Facilitator's Guide

Objectives	3
Introduce the PRIDE Model	5
Definition of Recognize.....	7
Guidelines for Recognizing.....	7
Communications Styles	9
Optional Video Exercise.....	11
Recognize Exercise.....	13
Conclusion of Recognize . . . back at the credit union	15

Handouts

Objectives	4
The PRIDE Model	5
Definition.....	7
Guidelines	8
Communication Styles	9
Optional Video Exercise.....	10
Recognizing Exercise	12
Recognizing ... back at the credit union.....	13