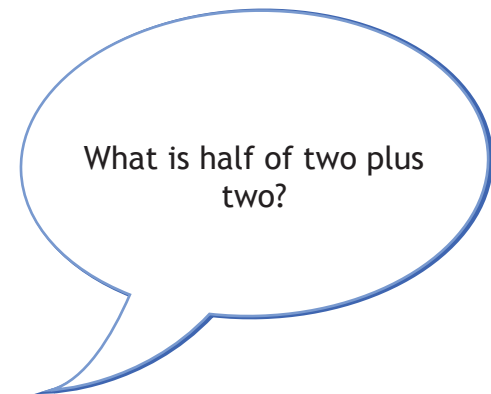
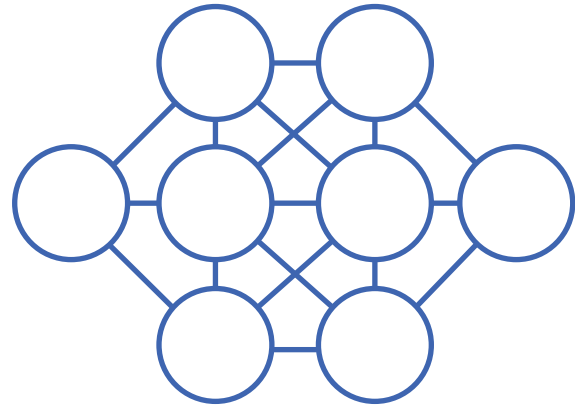
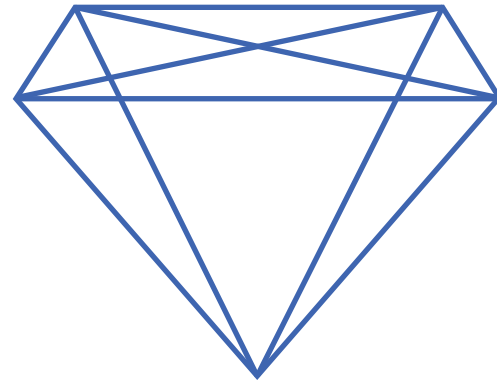
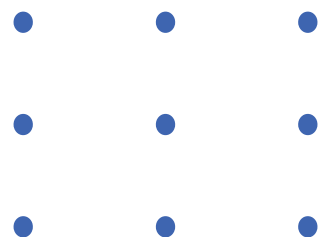


# Brain Games

Place the numbers 1 to 8 into the following grid, no two consecutive numbers can be directly next to each other either horizontally, vertically, or diagonally.

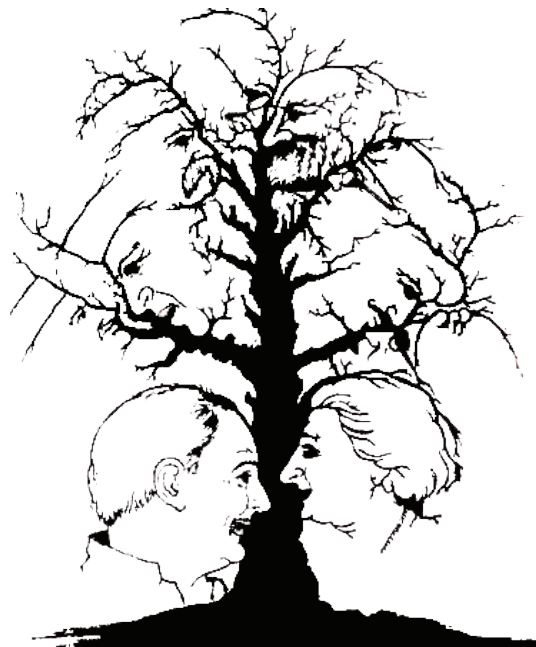


Using exactly four straight lines, without taking your pen off the paper, connect all the dots. You are not allowed to retrace your path.



Count the number of triangles in this image.

How many faces can you count?



## VISION

WHAT WE WILL BE KNOWN FOR

To be the premier provider of world-class live entertainment guest experiences!

## MISSION

WHAT WE DO

Excellent Service, Cherished Memories, & Loyalty.

## VALUES

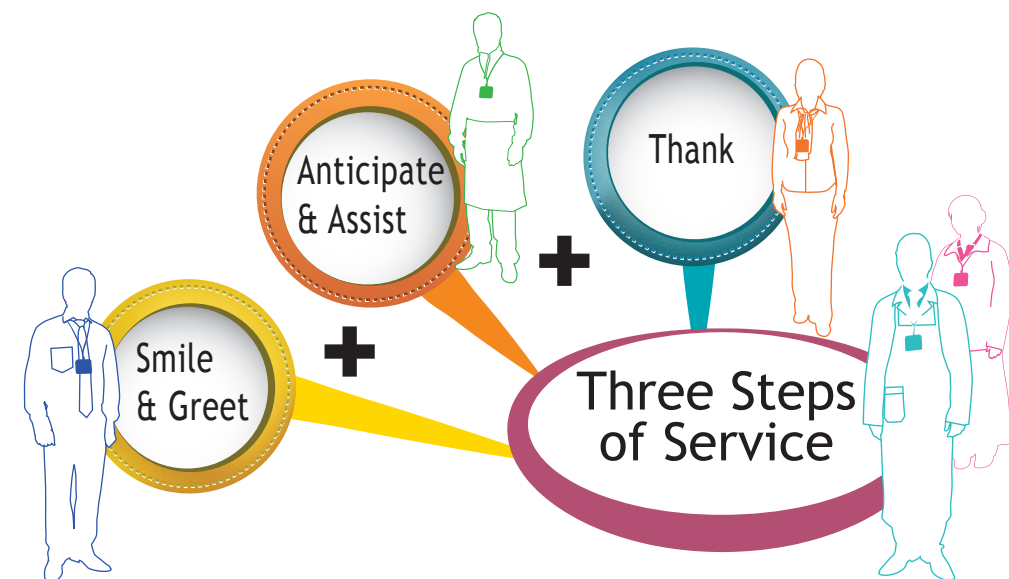
WHAT IS IMPORTANT IN THE OPERATION

Pride, Security & Safety, Respect, Quality, Teamwork, Fun, & Communication.

## MOTTO

WHAT WE PROMISE OR INTEND TO DELIVER

We serve with passion & pride— *every guest, every time!*



# Communication & Conflict Management

## 1. Understand the Various Communication Styles

Communication styles are important in understanding why and how people say things. It will make you much more effective as a leader.

Passive Communication Style:

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Assertive Communication Style:

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Aggressive Communication Style:

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Passive-Aggressive Communication Style:

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## 2. Be an Assertive Leader

What is your style?

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### Effective Communication Techniques

If Their Style Is Passive	<ul style="list-style-type: none"> <li>Ask a passive person how he/she feels or what he/she thinks. It's important to draw them out by validating what they are saying.</li> <li>Do not interrupt or belittle them.</li> <li>Paraphrase; "If I understand you correctly, you are saying that."</li> <li>Be aware of non-verbal signals you are sending.</li> <li>Praise any effort the passive person makes to express feelings.</li> <li>Address issues directly, but in a friendly manner. Say something like: "I am interested in working together with you to come up with a solution."</li> </ul>
If Their Style Is Assertive	<ul style="list-style-type: none"> <li>Be direct, honest, and to the point.</li> <li>Keep stories and details to a minimum unless requested.</li> <li>If in writing, use bullets to convey points.</li> <li>Make eye contact - but don't overdo it, that's just creepy!</li> <li>Try to keep the emotions out of it, especially in business.</li> </ul>
If Their Style Is Aggressive	<ul style="list-style-type: none"> <li>Go through the conversation in your head several times before you approach the aggressor.</li> <li>Overcome your fear and approach them boldly.</li> <li>If he/she is speaking loudly, increase your volume to ensure you are heard, but remain calm and rational and make eye contact.</li> <li>When approaching a difficult subject, begin your statements with phrases, such as "I feel...", "I want..." and "It makes me feel..." to take the focus off of the aggressor and take ownership of your part.</li> <li>Asking questions throughout the conversation and repeating the answers shows him/her you are listening and helps reinforce what is said during the conversation.</li> </ul>
If Their Style Is Passive-Aggressive	<ul style="list-style-type: none"> <li>Confront the behavior without attacking the person on a personal level.</li> <li>Encourage direct communication by using clarifying statements when you detect resentment.</li> <li>Praise any efforts the person makes to share feelings or thoughts openly.</li> <li>Use the broken-record technique. This technique involves repeating what you are saying on multiple occasions so the passive-aggressive person hears you.</li> <li>Use nonverbal communication to your advantage.</li> </ul>

## 3. Listen to Understand



Effective Listening Techniques:

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## 4. Manage Conflict

Types of Relationships:

Conflicting:

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Co-Existing:

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Partnering:

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"The work of the leader is to get conflict out into the open and use it as a source of creativity."

— Jan Carlzon, Former CEO of Scandinavian Airline Systems

Effective Conflict Resolution Techniques:

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"Great success only comes when you focus on what really matters. Are you spread all over the place or are you focused on the few things that will bring the greatest rewards?"

— Jack Welch, Former CEO of GE