

Facilitator: Good Morning! Thank you all for coming today. Kreider Services is facing a great challenge. A lack of understanding and appreciation for what co-workers do, divisiveness, focusing on personal issues, and outdated beliefs have been keeping Kreider Services from fulfilling its vision.

Now, a unique opportunity has presented itself. The Kreider Services team has recently created a new mission statement, and also found a way to express the team's vision, values, and goals. The chief would like you to seize this opportunity to transform how business is done at Kreider Services. Your mission...should you choose to accept it...is to make our vision for Kreider Services come alive by making decisions and taking actions based on the mission, vision, values, and goals statements. And, to support your co-workers to do the same.

Leading your special forces team exercises will be Steve Ingram Phelps. He is an expert in helping people learn to work as a highly effective team. Arlen McLean, the miracle mission man, will be your point man. And Tammy Zulauf, the training tigress, will be Steve's special assistant.

Knowing that you are all experts at helping people with disabilities to reach their fullest potential, you have all been chosen as part of the MAD Team the Make A Difference Team. We will be giving you 3 special training days to develop your skills and activities to practice and develop those skills between sessions.

This is a dangerous mission that you are undertaking. It is dangerous to poor communication, dangerous to divisiveness, and deadly for old ways of thinking. The chief wants you to know that he believes in you and trusts your ability not only to survive but to thrive. As always, if caught or killed, the department will disavow any knowledge of your actions. Good Luck!