

Ownership Spirit Online Coaching Guides



Maximizing Manager's impact while minimizing time investment

The impact a manager has on behavior change far exceeds even the best book or seminar. This course supports the manager's role by providing a quick 10 to 15 minute coaching session at the end of each module.

Statement of learner's philosophy question.

Overview of learning module content

Key question to ask to assess learning and application of concepts

Coaching tips for quality, interactive discussion

QUMA LEARNING
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COACHING GUIDE
OWNER/VICTIM CHOICE
Module 1— Patterns, Not Personalities



Dear Coach:
The coaching you provide to the learners is an essential part of the learning experience, designed to reinforce the objective for each module. It need not be long; 10-15 minutes is sufficient. As you discuss the learners' understanding of the Key Questions, look for opportunities to help them connect the points to their job responsibilities and performance.

Personal Philosophy Question: Think of a recent time you faced an Owner/Victim choice at work. Describe your choice and how the results played out.

Module Overview

This module helps learners understand that "Owner" and "Victim" are chosen patterns of thought, not labels, identities or "types of people."

The terms "Owner" and "Victim" represent two ways of seeing the world—two ways of approaching any situation—two ways of going about our jobs and our careers—two ways of living life.



OWNERS:


- Take responsibility for success
- Bring high levels of commitment
- Impact and initiate change
- Act rather than react

VICTIMS:

- Think the world works against them
- Things happen to them or at them
- Are acted upon by outside forces
- Feel powerless and helpless

Key Questions

1. What are the characteristic thought patterns of an Owner?
2. What are the characteristic thought patterns of a Victim?
3. Review the learner's responses to the Personal Philosophy Question.



Reminder to Coach: We are not passing moral judgment that "Owners are good" and "Victims are bad." We are describing two mindsets—each producing a set of corresponding results—one being more productive and profitable than the other.

The Ownership Spirit®
The One Grand Key that Changes Everything Else

Thinking Changes Everything