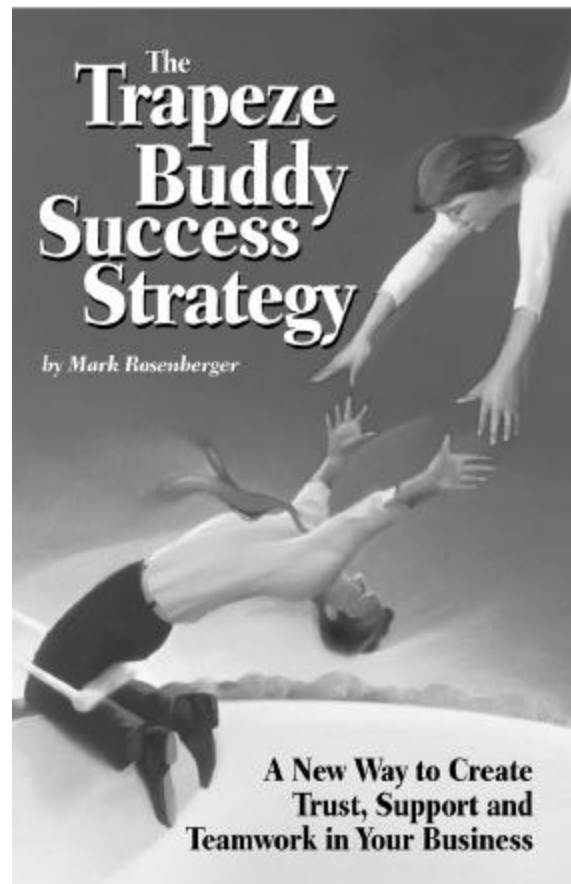


# **Trapeze Buddies™ Manager's Discussion Guide**

The book by Mark Rosenberger:  
**"The Trapeze Buddy Success Strategy"**



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## **Introduction:**

**Congratulations! You're about to discover and implement a simple, yet dynamically powerful metaphor—Trapeze Buddies.**

This concept is easy to understand, grasp and apply. The result: Your team will capture the secrets of being caught more and dropped less by the people they count on everyday! And what could be better than that?

The Manager's Discussion Guide is designed to stimulate discussion points around essential elements you will want to implement with your organization. You'll be challenged to examine current practices and look for opportunities to take performance to the next level. The result: Get more done, with fewer headaches and hassles, easier than you ever thought possible.

Here's one more GREAT benefit of the Trapeze Buddy Model: It can be loads of fun! Get creative...I've seen organizations apply the concept to their unique culture and have a bunch of fun doing so. What can your team do to create a visual reminder of the concepts learned in this book?

This is your discussion guide. I encourage you to discover, adapt and have some fun in the process. You'll be amazed what can happen to build trust, teamwork and personal responsibility in your organization with this simple metaphor.

Keep Catching!

Mark Rosenberger, CSP

P.S. We look forward to hearing feedback from your team!

## Step 1: Introduce the Concept

**Talk Point:** To successfully complete each of our jobs we're counting on lots of people to do their part.

- If someone does not come through, it can get pretty ugly for you.
- A perfect analogy is two trapeze artists in the circus – they climb, swing to the center, spin and hopefully catch one another.
- Goal for this discussion is to learn from the trapeze artists the art of being caught more and dropped less by the people we count on most.

## Step 2: What's in it for me?

**Talk Point:** If we are caught more and dropped less, what are the benefits for you and the company? (Possible answers – Increased productivity, more fun on the job, fewer headaches and hassles, happier customers, happier employees, more proactive time – less reactive time, less stress, more repeat business, less reworks, increased revenue and profits. Discuss with your team.

## **Chapter 1: A Tough First Week ...Pages 19-31**

### **Pre-Read Questions:**

1. What challenge was the new CEO faced with?
2. What did the new CEO experience during his first leadership meeting?
3. What does "B.Y.W." mean?

### **Post-Read Discussion Points:**

1. Review the key points of the chapter. Ask someone to summarize the high points.
2. What items were of the most significance to this group?  
Does anything jump out at you?
3. Were there any elements of the chapter that might have similarities in your organization?
4. How can we benefit from the "B.Y.W." concept?

**Chapter 2: The Broken Boy...Pages 33-39**  
**Chapter 3: Dropped Again...Pages 41-51**

**Pre-Read Questions:**

1. What was the major challenge for Byron and why?
2. What was the big event for Byron and his friends?

**Post-Read Discussion Points:**

1. Review the key points of the chapter. Ask someone to summarize the high points.
2. How was Byron's Trapeze experience similar to a day on the job for each of us?
3. What elements determined success and failure in these chapters?

## **Chapter 4: Being Caught Is A Whole Lot More Fun...Pages 53-63**

### **Pre-Read Questions:**

1. What is a “Great Moment” mentality?
2. What is meant by “Plus 10%” adjustments?
3. Who are the major Trapeze Buddies in this chapter?

### **Post-Read Discussion Points:**

1. Review the key points of the chapter. Ask someone to summarize the high points.
2. To pull off a great circus act takes a lot of people with a variety of skills and job responsibilities. Brainstorm a list of people needed to make a Trapeze act work.
3. How is this similar to your business?
4. What can you learn from the “Great Moment” mentality?

## **Chapter 5: Mind Mapping ...Pages 65-71**

### **Pre-Read Questions:**

1. What is Mind Mapping?
2. How is it used in the chapter?

### **Post-Read Discussion Points:**

1. Review the key points of the chapter. Ask someone to summarize the high points.
2. What is mind mapping?
3. Create a list of all of your Trapeze Buddies and place on a large piece of flip chart paper. Save for future discussions.

## **Chapter 6: C.A.T.C.H Technology ...Pages 73-86**

### **Pre-Read Questions:**

1. What does C.A.T.C.H. represent?
2. In this chapter, what does "trust" mean?

### **Post-Read Discussion Points:**

1. Review the key points of the chapters. Ask someone to summarize the high points.
2. C.A.T.C.H. stands for what key words? Explore together.  
C \_\_\_\_\_  
A \_\_\_\_\_  
T \_\_\_\_\_  
C \_\_\_\_\_  
H \_\_\_\_\_
3. How is C.A.T.C.H. technology relevant to your world?

## **Chapter 7: The Trapeze Buddy Concept Revealed...Pages 87-102**

### **Pre-Read Questions:**

1. What are the consequences of not being caught by the people you count on most?
2. What is a Trapeze Buddy?
3. What are the steps involved to implement the Trapeze Buddy concept?
4. Describe the benefit of mind mapping.

### **Post-Read Discussion Points:**

1. Review the key points of the chapter. Ask someone to summarize the high points.
2. Define the formal and working definitions of "Trapeze Buddy."
3. Mind map all of your Trapeze Buddies (pg. 97).
4. Place a star next to the 3-5 Trapeze Buddies you can identify as most important.
5. Decide who in the office gets to wear the tights!

## **Chapter 8: The Trapeze Buddy Report Card...Pages 103-116**

### **Pre-Read Questions:**

1. How is "B.Y.W." significant in day-to-day business?
2. What is a Trapeze Buddy Report Card?

### **Post-Read Discussion Points:**

1. Review the key points of the chapters. Ask someone to summarize the high points.
2. What are the benefits for your department/company if everyone were to operate from the "B.Y.W." standard?
3. Create a Trapeze Buddy Report Card. Then evaluate what's on your Trapeze Buddy report card and what your Trapeze Buddies need from you to do their jobs brilliantly. Review Chapter 6.
4. Explore what a Customer Report Card would look like and how your department/company can score an "A" in service.

## **Chapter 9: Trapeze Buddy Distinctions...Pages 117-130**

### **Pre-Read Questions:**

1. What are "distinctions"?
2. How can "bad" distinctions be turned into "good" distinctions?

### **Post-Read Discussion Points:**

1. Review the key points of the chapters. Ask someone to summarize the high points.
2. Discuss how your department can "set people up to win."
3. What are "good service distinctions" in your department/company?
4. How do these same good distinctions apply to your Trapeze Buddies?

## **Chapter 10: Success Characteristics ...Pages 131-144**

### **Pre-Read Questions:**

1. Review these key concepts: SPLAT!, C.A.T.C.H., Mind Mapping, Trapeze Buddy Report Card, B.Y.W., Distinctions.
2. What are Success Characteristics?

### **Post-Read Discussion Points:**

1. Review the key points of the chapters. Ask someone to summarize the high points.
2. What are Success Characteristics and why is it an important discussion for your group?
3. Divide into groups and discuss the 3-5 Success Characteristics for being an effective Trapeze Buddy in your department/company. Vote on the top 5.
4. Clearly define each one of your Success Characteristics. What specifically does each characteristic mean for your group? (Refer to p. 142).

## **Chapter 11: Your First Big Step ...Pages 145-154**

### **Pre-Read Questions:**

1. What ideas are offered for bringing the Trapeze Buddy Concept to life?

### **Post-Read Discussion Points:**

1. Review the key points of the chapters. Ask someone to summarize the high points.
2. What are the ramifications if a Trapeze Buddy drops you?
3. What can we begin doing to be "caught more and dropped less" by the people we count on most?
4. Brainstorm possibilities to make this concept come to life in your department/company.
5. As a result of reading this book, what can your department/company do more, better or differently?