

# IMPLEMENTATION SCHEDULE TIMELINE FOR SMALL BUSINESSES

MONTH

1

2

3

START DATE

## *Orientation Session*

1. Familiarization with the IMPACT process.
2. Implementation guidelines.
3. How to facilitate tutorials and exercises.
4. Develop Implementation Schedule
5. Using a Visual Management Board

## *Initial Training Session*

1. Introduction to IMPACT and how it works
2. Overview of the Tutorials
3. Behavior Profile
4. Experiential Exercises
5. Brainstorming and Problem Solving
6. Team Building
7. Action Planning - Start, Stop, Continue

## *Participant Tutorials and Work Group Exercises*

1. Communication Essentials
2. Basic Principles
3. Ground Rules
4. Brainstorming
5. The Ladder of Inference
6. Dialogue
7. Behavioral Styles
8. Problem Solving
9. Meeting Customers Expectations
10. What the Customer Sees
11. Team Development
12. Roles and Responsibilities
13. Productivity and Time Management
14. Resolving Conflict

## *Management and Administrative Tutorials*

1. Facilitating Tutorials and Exercises
2. Developing Management Expectations
3. Meeting Management

THE  
**IMPACT**  
PROCESS