



PREVIEW GUIDE

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WORKING WITHOUT A SCRIPT

CREATING A CULTURE OF "YES, AND"



The Second City
COMMUNICATIONS

WORKING WITHOUT A SCRIPT

CREATING A CULTURE OF "YES, AND"

Preview Guide

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Getting The Most Out Of Your Preview

Thank you for previewing *Working Without A Script!*

We know you're busy and don't always have the time to read through every leader's guide and participant workbook sent your way. Therefore, we have summarized the key information in this preview guide. This will allow you to make the best purchasing decision for your organization within your time constraints.

In this preview guide, you will find a quick overview of the key concepts from the film, along with sample selections from the leader's guide and workbook.

If, after viewing the program, you would like to see a copy of the complete support materials, please contact your representative.

Welcome To *Working Without A Script*

Thank you for your interest in *Working Without A Script*.

Working Without A Script asks viewers to break their current “no, but” pattern and commit to the “yes, and” philosophy, the same philosophy that allows professional improvisational actors to create effectively on stage. “Yes, and” creates a positive environment for communication and active listening. It encourages adaptability and innovation. “Yes, and” also fosters open mindedness and generates trust.

“Yes, and” is not simply a method to find solutions to problems that may arise. Instead, it is a mindset in which people are empowered to think on their feet and take risks.

Working Without A Script is a funny, innovative training program that will help your organization and team members create a positive, “yes, and” environment.

About Second City Communications

Second City Communications is the creative services arm of the world's most innovative, improvisational theatre company—The Second City. For over 45 years, Second City Communications has been working with organizations and helping them succeed in fast moving markets, completing over 300 assignments each year around the world.

Second City Communications draws upon their communication and improv techniques to help organizations build leadership skills, smooth communications, help teams function better, and change individual behavior and cultural behaviors.

SECOND CITY COMMUNICATIONS OFFERS

Live Messaging and Corporate Entertainment.

Second City Communications has been bringing humor to thousands of corporate events all over the world. Using The Second City's unique brand of improvisational humor, SCC's crack comedy ensemble can customize material for your next project. You can use our programs to reinvigorate hardworking troops, thank loyal customers, launch new products, support internal marketing messages, and add impact to any range of events and conferences.

Corporate Training and Workshops. Business, like life, is improvisational. You can plan all you want, but in the end, business is often about building relationships and adjusting to change as fast as it happens. As the world's premier improvisational theatre, we know a little something about that. Second City Communications has taught tens of thousands of corporate clients to achieve results by applying improvisational techniques in the workplace. Common topic areas for Second City Communications to address include: innovation, leadership development,

communications, creativity, and teambuilding among others.

Customized Video Services. Off the stage and on to the screen, Second City Communications brings a 21st century shine to its time-tested comedy. The Second City is no stranger to the camera, having produced dozens of projects ranging from the Emmy-Award winning series SCTV to Bravo's The Second City Presents... with Bill Zehme. The Second City prides itself on its versatility and we extend that pride to our video capabilities. Whether you require a promotional video for a product launch, a video presentation to spice up a shareholder meeting, or even a sitcom series to teach employees new marketing strategies, Second City Communications will produce from scratch exactly what your business demands.

Second City Communications has offices in Chicago and Toronto and can be anywhere at any time. For more information visit www.secondcity.com or call 312-664-4032.

Materials Included With *Working Without A Script*

Working Without a Script is a complete training program. One that inspires the participant to remember content and apply the lessons learned. We have carefully crafted this program to accomplish this.

WORKING WITHOUT A SCRIPT VHS/DVD

We believe that a training film should both entertain and inform. First, the program must inspire the viewer to see the topic's importance. Then it must encourage the viewer to take action. *Working Without A Script* does this.

Both the VHS and DVD are closed-captioned. The film is also available in the PAL format.

WORKING WITHOUT A SCRIPT LEADER'S GUIDE

The *Working Without A Script* guide is easy to use and flexible enough for all training levels. This guide respects the uniqueness of each facilitator and allows for customized questions and activities. To complete the activities in the leader's guide, use the corresponding activities on the supplementary DVD or CD-ROM.

WORKING WITHOUT A SCRIPT PARTICIPANT WORKBOOK

The participant workbook assists with individual learning. It works in correlation to the leader's guide but does not assume a facilitator is involved. Also, it provides individuals with the opportunity to study at their own pace. These workbooks are excellent for organizations that utilize large group training and do not have a lot of time for discussion or activities.

WORKING WITHOUT A SCRIPT POCKET REMINDER CARDS

These small cards help group members remember the program's concepts. Trainers often pass these cards out at the end of the presentation.

WORKING WITHOUT A SCRIPT CD-ROM

PowerPoint™ Presentation The PowerPoint Presentation on CD-ROM highlights the film's important concepts and lessons. It summarizes the film and serves as an excellent review. The CD-ROM can also be used to prepare customized overhead transparencies. These save the trainer valuable time as they get ready to present the program.

Transcript Also included is the direct transcript from the film. This is useful when trying to review a specific part of the film.

WORKING WITHOUT A SCRIPT SUPPLEMENTARY DVD

Training Activities Three improv training activities that correspond to the leader's guide that take place at The Second City! Watch the segments on DVD and facilitate the activities on your own, or show the segments to your group as an example and then complete the activities. The leader's guide also includes a lesson plan segment to help the trainer with these activities. You will find the training activities on the additional DVD, as well as on the CD-ROM.

General Information

LENGTH	14 Minutes
SALE PRICE	\$595.00
RENTAL PRICE	\$200.00
PREVIEW PRICE	FREE

MATERIALS INCLUDED WITH SALE

VHS or DVD, Additional Training Activities on DVD and CD-ROM, Leader's Guide, Workbook, PowerPoint Presentation, Transcripts, Pocket Reminder Cards

INDUSTRY DISCOUNTS

Government, Education, Nonprofit, Consultant

QUANTITY DISCOUNTS

Every additional purchase of *Working Without A Script* organization is discounted 50% off the list price. This discount is valid for one year after the original purchase date

WORKING WITHOUT A SCRIPT

Leader's Guide Sample Pages

Workshop Training Options

Consult this table before developing your training session. Keep in mind: these are suggestions. Some groups may move faster than others; therefore, the time listed is an estimate. Additionally, predetermine which sections and activities you want to use with your group. This will help you plan for the most productive training possible.

	ONE HOUR WORKSHOP	TWO HOUR WORKSHOP	HALF DAY WORKSHOP
INTRODUCTION/SHOW	<i>Working Without A Script</i>	<i>Working Without A Script</i>	<i>Working Without A Script</i>
DISCUSSION	Discuss the "Yes, And" philosophy	Discuss the "Yes, And" philosophy and ask facilitator questions. Briefly discuss the additional learning points	Discuss the "Yes, And" philosophy and ask facilitator questions. Discuss all learning points and ask questions.
PRACTICE	One training activity (from the DVD or CD-ROM)	One or two training activities (from the DVD or CD-ROM)	Three training activities (from the DVD or CD-ROM)
CONCLUSION		PowerPoint Presentation	PowerPoint Presentation
PASS OUT	Pocket Reminder Cards	Pocket Reminder Cards	Pocket Reminder Cards

Use “Yes, And” not “No, But”

FROM THE FILM

“Think about how much more you can accomplish if you affirm and build on each other’s ideas; turn ‘no, but’ into ‘yes, and...’”

Affirm Instead Of No

Take a moment to think about the conversations you have every day – with your colleagues and business partners, with friends, and with your family. When you are asked a question or are presented with a new idea, how often do you respond with words like “no” or “but?” Perhaps you answer this way on a day to day basis or perhaps you never do. However, chances are, you use the “no, but” concept on occasion. Most of us do.

Clearly in business and in life, there are times when you have to say no, when disagreement is an honest response or a sign of good critical thinking and judgement. The key is not to let “no” become your first response in every situation. “No, but” is an easy, fast response to a new request; however, it is not necessarily a solution. In situations where we are asked to take reasonable risks or assess a new idea, saying no is safe and convenient, but saying no can also hinder progress.

Ultimately, a “no, but” culture can stifle innovation, creativity, openness, and growth – for individuals and entire organizations.

The following are examples of “no, but” responses to common business challenges: “But it’s not in the budget. But we’ve always done it this way. But it might not work.”

Now think of all the possibilities if we use creative thinking and turn the “but” into an “and.”

Thinking On Your Feet

If you rely on “no, but,” it can be difficult to transition to the “yes, and” philosophy. That’s why we need to understand how improvisation and business connect. Planning, communication, and innovation are a big part of every organization. But if the plan doesn’t go as planned, if the communication breaks down, or if fear gets in the way of taking risks – all symptoms of “no, but” – not knowing how to improvise could restrict growth and success. That’s why thinking on your feet is so important.

Thinking on your feet, or *Working Without A Script*, comes in many different forms: positive communication, support, team building, and trust. In business, learning how to improvise together every single day will help your organization grow.

FACILITATOR QUESTIONS

Use "Yes, And" not "No, But"

1. When someone comes to you with a new idea or a question, take a moment to think about your typical response pattern. Are you open to their idea or do you look for ways to immediately reject it? If you are open to new ideas, how do you successfully look into them? If you are not, what are some steps you can take to overcome the "no, but" type of answer?
2. In many ways, you are improvising every day in your job. List some examples.
3. What is the largest challenge your team is currently facing? How can you use improvisation techniques to work together to find new solutions?
4. In your opinion, what is the benefit to breaking the "no, but" pattern and moving to the "yes, and" philosophy? How can this method of communication help your team and your organization?
5. Do you think that using improvisation can help your organization maintain or gain a competitive edge? How?
6. A big part of "yes, and" is being open to change. How do you handle change? What about your organization? What can you do to help yourself, your team, and your organization successfully move through change?
7. Sometimes in business, people need to say no. In those situations, how can you apply the "yes, and" philosophy to turn a potentially negative outcome into a positive one?

WORKING WITHOUT A SCRIPT

Workbook Sample Pages

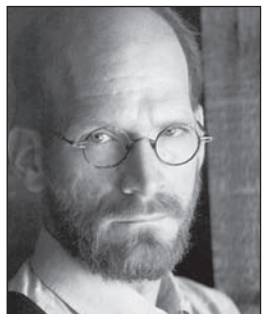
Cast Biographies

KEEGAN-MICHAEL KEY



Keegan-Michael Key recently left The Second City in Chicago to join the cast of Fox's *MadTV*. A Detroit native, Keegan joined The Second City's Detroit main stage company in 1997, where his facile characters and theatricality earned critical praise and award-winning recognition. After joining The Second City in Chicago, Keegan went on to create and perform in over ten original sketch comedy revues winning Jefferson Theater Awards as Best Actor in a Comedy or Musical Revue for *Holy War*, *Batman!* and *Curious George Goes to War*. Keegan is also the author of the interactive play *Big Mama's Wedding*, and contributed additional comedy material to the play *Moms Mabley: The Naked Truth*. Keegan's tv and film credits include: *ER*, *Filmfest Seven* with The Second City, and various commercials. He is the new host of The Animal Planet's *All New Planet's Funniest Animals*. He can also be heard as the voice of color-commentator Gator Jones on the football video game, *NFL Blitz 2004*. Keegan is a graduate of the University of Detroit, and holds a Master's degree in Fine Arts from Penn State University.

RON WEST



Ron West received the Jeff Award for directing *Curious George Goes to War* at The Second City. He began his acting career with the Great Lakes Shakespeare Festival's production of *As You Like It*. He only had one line but did remember it every single time. Ron appears in movies and TV, usually as someone named "Doctor." He has worked with some famous actors on *King of Queens*, *Whose Line Is It, Anyway?* *Seinfeld*, and in a recurring role on *Third Rock from the Sun*. But, no; he doesn't have their phone numbers. Last summer, at Chicago Shakespeare, he wrote, directed, and played Lord Capulet in *The People vs. Friar Laurence*, *The Man Who Killed Romeo and Juliet*, a musical that shocks young and old alike.

JEAN VILLEPIQUE



Jean Villepique has written and performed in five reviews with The Second City, most recently the Mainstage revue *Red Scare*, and has taught many classes and corporate workshops as well. She has a degree in theater from Northwestern University.

Making It Happen

Committing to the “yes, and” philosophy takes dedication and most importantly, a positive attitude. Listening to other’s ideas, affirming their ideas, and then building upon them are three major components to “yes, and.” These concepts can not be used individually, but instead, must be used in tandem. Building an open, communicative environment depends on it.

ACTIVELY LISTEN

LISTEN TO UNDERSTAND, NOT JUST TO RESPOND

From The Film

“Instead of jumping in with what you’re dying to say, listen all the way through; to everything that’s being said, and make sure you clearly grasp the other person’s idea.”

Everyday, you have conversations with team members, business associates, family members, customer service people, and so many others. So listening is just a natural part of life, right? Not necessarily.

Learning how to actively listen isn’t easy, but with practice it can have a bit impact on how you communicate. It is the foundation of effective communication and provides for mutual understanding. People today lead busy lives and slowing down enough to actually listen to what people are saying, to understand their intentions, is tough. During a conversation or a meeting, it is not uncommon for people to think through their response before the speaker is finished. Listeners

may become distracted or lose interest. Their minds may begin to wander. Active listening means focusing your attention on the speaker and listening to understand instead of listening to respond.

To actively listen, we need to ask questions and internalize the information. Using active listening will help us gain a better understanding of the people we spend our days with and the way they work. Listening to understand will also help alleviate misunderstandings. Active listening is a critical element to enacting the “yes, and” philosophy.

AFFIRM EACH OTHER’S IDEAS

VALIDATE IDEAS, EVEN IF YOU DISAGREE

From The Film

“Next, affirm their idea. This doesn’t mean that you have to agree with everything people say. But you must acknowledge their idea, and show that you understand it.”

Questions—Making It Happen

1. In your opinion, what are the most important elements of active listening? How can active listening help you in both your business and your personal life? How can you improve your listening skills? How can you help your team members improve their listening skills?

2. What are the most critical differences between listening to respond and listening to understand?

3. When it comes to listening, how important are non-verbal cues? What are some non-verbal cues that signal interest or disinterest? How can these verbal cues affect “yes, and?”

4. Arguments happen. During an argument, have you ever found yourself assuming you know what the other party is going to say before they do and instead, focus on your response? How can you use active listening to help you overcome an argument?



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