



Discussion Guide For The CRM Video

AND WHEN YOU FALL...

Technical Advisor: Dan Jansen,
1994 U.S. Olympic Gold Medalist

Guide Prepared By Kirby Timmons

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Excerpt from *A BROTHER'S PROMISE: THE DAN JANSEN STORY*
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OVERVIEW

When Dan Jansen slipped in the 500 meters in Lillehammer in 1994 lashing what appeared to be his last chance for an Olympic victory, by ill odds he should have given up. After all, he had fallen not once but twice in Calgary in 1988. His performance in 1992 in Albertville was inremarkable. Here, in his last realistic chance at achieving his goal, he should have stayed down on the ice. That he didn't, is a testament to something not often discussed in employee training sessions — something called the “human spirit.” CRM's new short video, **AND WHEN YOU FALL...**, brings the subject of failure “center stage,” so that we can explore this sensitive topic together, and learn to apply the lesson from Jansen's victory to our worklives.

None of us are exactly strangers to failure, though we don't often want to discuss it. If we're honest, each of us will admit that we have learned more from a key stumble in our professional lives than from all our successes put together. Our future worklives promise to bring more challenges, more adversity and, yes, more stumbles and falls. Putting our setbacks into a framework that allows us to learn and grow from them may well become the key workplace skill of the twenty-first century.

SUGGESTED TRAINING DESIGN

- 1 Prior to watching the video, discuss the following questions with your audience:
 - Have any of the trainees ever had a setback in their professional lives? In a non-critical atmosphere, allow selected trainees to detail how the setback made them feel, and what resulted from the failure (learning or self-doubt).
 - Has anyone NOT had such a setback? If so, you may want to turn the training session over to them, along with the leadership of your organization. (5 minutes)

- 2 Inform the trainees that the short video they are about to watch details the story of someone who “fell” in the most literal and painfully public way, and that the goal of the training session will be to apply the example in the video to their own lives. (5 minutes)

- 3  Show the video, **AND WHEN YOU FALL....** (5 minutes)

- 4 After the lights come up, ask if anyone has gained any insight from the video into the struggles we all face in attempting to achieve goals, and sometimes failing? (5 minutes)

- 5 Ask for clarification from trainees into the meaning of the line in the video, “There's a little bit of Dan Jansen in each of us.” Is the film saying simply that we all fall down sometimes? Or that each of us has the power to keep pursuing our goals in spite of setbacks? (5 minutes)

- 6 Once everyone has had an opportunity to share their thoughts read the following quote from Dr. James Loehr, a world-renowned sports psychologist who worked with Jansen prior to his world record setting victory: “There's a little bit of Dan Jansen in all of us. We haven't quite lived up to our billing — somehow life has just beaten us down and it hasn't been fair. (Despite it all), Dan Jansen refused to surrender his spirit against absolutely impossible odds.” When you've finished, ask for any observations about the statement. (5 minutes)



1 hour

Materials:

TV, VCR,
Flipchart,
markers.

- 7) ASK trainees how common it is for them to think about previous setbacks prior or during an important business negotiation or meeting, one for which they are required to perform at their best? If it is common, what effect do the trainees believe such a focus on past failure has on present performance? Record answers on a flipchart. (10 minutes)
- 8) Following up on the previous question, share the following recent discoveries in neuro-biology:
- Scientists have found that as a result of feeling strong emotions, positive or negative, the brain releases neurotransmitters (sort of “messenger molecules”) that disperse and connect with “emotion receptors” located on the surface of every cell in your body, including the lining of your intestines and the muscles of your face. These neurotransmitters can signal emotion receptors in 1/10,000th of a second by simply changing what you are thinking. (5 minutes)
- 9) Based upon these facts, ask the trainees again what effect, if any, a focus on past failure might have on present performance? How about the effects of focusing upon past successes? (10 minutes)
- 10) After asking for any personal reflections on what individual trainees will take away from the training, conclude the session with this quote from Father Jock Yockey (who presided over the funeral of Dan’s sister in 1988). In referring to Dan, Father Yockey said, “You have taught us one of the most important lessons in life. You see, we all fall. But we thank you for showing us how to get up again with dignity and to see it through to the finish line. We, too, will continue the race until we finish.” (5 minutes)

RECOMMENDED RESOURCES:

- Jansen, Dan, *FULL CIRCLE*, Random House, 1994, New York.
- Loehr, Dr. James, *TOUGHNESS TRAINING FOR LIFE*, Dutton, 1993, New York.
- Blair, Gary Ryan, *FAILURE & PROGRESS*, GoalsGuy Learning Systems, Inc., 1998, New York.

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