

# Who Put A Lizard In My Lasagna?

## Leader's Guide

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# A Message from Sam...

**“The “lizard” experience has taught me some pretty simple, yet life-enriching lessons. Looking back, I am just thankful that Mom didn’t put a fake spider or snake in the lasagna. I’m not sure I could have handled that, but overall I have come to appreciate and draw upon the dynamic of this lesson. One point to remember is that you don’t need a plastic lizard to achieve more of what you desire in life. The “essence” of the lizard is already in you. You showed up on this planet with amazing gifts and abilities; if you apply them right where you are now, you will begin to experience more of what you want. It’s that simple. Plus, as an added bonus, when you develop the right relationships with those who do the same, bigger things will happen!**

**I personally look for opportunities every day to apply this lesson, which is to use the best of who I am to create the best of what I want. It’s not about acquiring stuff. Some of us have so much stuff, we need to have a garage sale! Instead, this is about gaining what is meaningful and making your life worthwhile. My hope is that you will embrace these ideas and make them your own, as they will only work for you if you take them home with you”**

ISBN 1-56106-257-X

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Publisher: Enterprise Media, 91 Harvey Street, Cambridge, MA 02140, 617-354-0017 [www.enterprisemedia.com](http://www.enterprisemedia.com)



## Program Overview

### Who Put A Lizard In My Lasagna?

Laughing while learning... Everyone loves to laugh and wouldn't it be nice to enjoy learning while smiling? Enter Sam Glenn in "Who Put A Lizard In My Lasagna?" Sam Glenn has a unique way of telling stories by using anecdotal situations that have occurred in his life. They are often very funny and may even conjure up memories from your own past.

In "Who Put A Lizard In My Lasagna?" Sam uses the concept of the lizard --- the idea of using the best of what you have to create the best of what you want. This mindset determines what experiences and rewards you will attract into your life. The "Lizard In My Lasagna" began when Sam's mom put a plastic lizard in a big pan of lasagna as a joke. Sam was feeling down in the dumps, but when he discovered the lizard he began to lighten up and laugh. That started a long-standing joke between Sam and his family. But, more importantly, it changed Sam's attitude and the rest is history!

We all want to invite success into our lives. We all want to make our interactions with others more meaningful. So how do you do that? How can you create the best of what you want? How do you bring the lizard into your life? Watch this film to learn Sam's four key principles to having a happier and more positive work environment and life.





## About the Author...

Sam Glenn has become one of the most in-demand, inspirational, and motivational keynote speaker in the country. This once nighttime janitor who slept on borrowed floor space now invigorates audiences of every size with sidesplitting humor, insights, and candid simplicity. Sam Glenn is regarded as The Authority on Attitude™ and has written 17 books on the subject of Attitude and Peak Performance in life and the workplace. Sam is the founder of Attitude Digest magazine, which targets senior level managers and entrepreneurs who are looking to inspire their staff members. The magazine is motivational and fun! In Sam's free time he enjoys dining and laughing with his family, fishing, and making others look good on the golf course.

## About the Producer...

Enterprise Media is a leading producer and distributor of entertaining and informative documentaries and TV programming to the global broadcast, corporate, and educational markets.

Enterprise Media's principals have been involved in the production of television programming and educational videos on topics relating to business strategy and management, with more than 60 business titles to their credit including **In Search of Excellence with Tom Peters** and **Who Says We Can't Do It? with Lance Armstrong**.

Enterprise Media's material is unique. We specialize in "high end" business stories, produced in a lively and entertaining manner that make the domain of free enterprise interesting and accessible to a general audience, while containing content that is inspiring and useful at all levels in an operating business.





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# Using This Program in a Training Session

There is no question that having a positive attitude is critical to the success of any organization. But often, employees forget about this. They get distracted; they have busy schedules; work piles up and employees get stressed out. Use the “Lizard Philosophy” and build a positive attitude and improve your interactions with customers and co-workers. “Who Put A Lizard In My Lasagna” is fun to watch and will provide entertaining and thought provoking ideas for bringing your best to every interaction.

## **MANAGEMENT AT ALL LEVELS:**

Let’s face it; a positive attitude won’t happen if leadership isn’t committed to it. Managers need to view the program – and they need to talk about it to their employees. They need to think about how they will reinforce the messages day in and day out. They need to “buy into” the concept.

## **CUSTOMER CONTACT EMPLOYEES:**

Whether on the phone, dealing with customers in person, or helping deal with customer complaints or concerns, every employee who has contact with customers should view this program. It’s a powerful reminder that one of the core elements of great service is a positive attitude. The program is fun to watch, and it will help reinforce the training you’ve already given on this topic. Remember, even if you only service internal employees, they are also your customers.

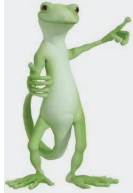
## **ORGANIZATION-WIDE TRAINING:**

“Who Put A Lizard In My Lasagna” has a simple and powerful philosophy that everyone in the organization can adopt: Bring your best into every interaction with customers and co-workers.



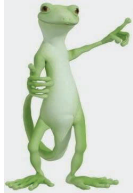
# Suggested Agendas

Two separate agendas are provided below to help you prepare for your training session. They can easily be modified to fit your needs and or desired time-frame. On the following page we have also provided you with an untimed agenda so that you may customize your own training session.



## 1.5 Hour Agenda

	<u>Time</u>	<u>Page</u>
Introduce the Training Session to Participants	15	11
Watch and discuss the DVD	30	12-13
Break	10	-
Discussion and Participate	30	14-17
Session Debrief	5	22



## 3 Hour Agenda

Introduce the Training Session to Participants	15	11
Watch and discuss the DVD	30	12
Break	10	-
Break into small groups	50	13
Explore the responses to the discussion questions		
Break	10	-
Divide the audience into four groups	5	-
Assign each group a training point	25	14-17
Have each group relate the point to your company	30	14-17
Session Debrief	5	22

### Note to Facilitator:

If you do not have time to do the full 3-hour training session then you may distribute the remaining exercises to your participants so they may continue the complete the training on their own.



# Facilitator's Personalized Agenda

You may wish to plan your own customized agenda that is different than the ones on the previous page.  
Here is a blank agenda for your use.

Activity	Time	Page
1. _____	_____	_____
2. _____	_____	_____
3. _____	_____	_____
4. _____	_____	_____
5. _____	_____	_____
6. _____	_____	_____
7. _____	_____	_____
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9. _____	_____	_____
10. _____	_____	_____
11. _____	_____	_____

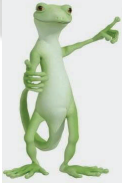




# Checklist for Facilitator

This checklist will help you gather everything that is needed to complete this training session.

## Meeting Preparation

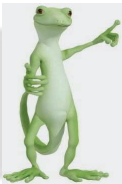


Write down your training objectives.

Send the Program Overview (page 3) to your participants prior to the training session.

## Location

Create an atmosphere that is comfortable and conducive to learning.



Book the room in advance.

Provide a surface for writing and be sure it's adequately lit.

Check for sound.

Be sure all of the seats have a good view of the visuals.

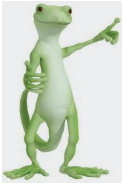
## Equipment

Make sure that your DVD player or computer is working.

Check the DVD all the way through to be sure it works properly.

Check the PowerPoint equipment ahead of the training session.

Check all of the other equipment that you are planning on using ahead of the training session.



## Materials

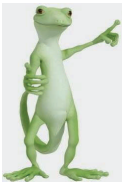
Leader's Guide

DVD of "Who Put A Lizard In My Lasagna?"

Paper and pens or pencils

Any required additional equipment

Nametags



# A Message to the Facilitator

You do not have to be a professional trainer to use this program. Sam Glenn's philosophy is straightforward and easy to implement. He believes that everyone can bring their creativity, positive attitude and enthusiasm into every interaction with customers and co-workers. The facilitator will act as a liaison to spread Sam's message. This is a process not an instant cure. Not everyone will "buy-in" right away. But if you can help several people in your workplace become more creative and positive, it will spread like wildfire. You will also help create a more enriched workplace and it will become contagious. We promise!

Sam's message is fun and uplifting and most participants will leave with a renewed sense of energy. Be sure to emphasize this and help them set high goals. Keep communication open and continue to reinforce the positive. Let them share their thoughts and brainstorm new ways to keep the energy alive both in the workplace and their lives. When you are preparing the program remember the following:

*Create an environment where the participants feel free to have an open discussion.*

*Send out a memo to participants with an agenda and goals you wish to accomplish ahead of time.*

*Play fun music while people enter the training room.*

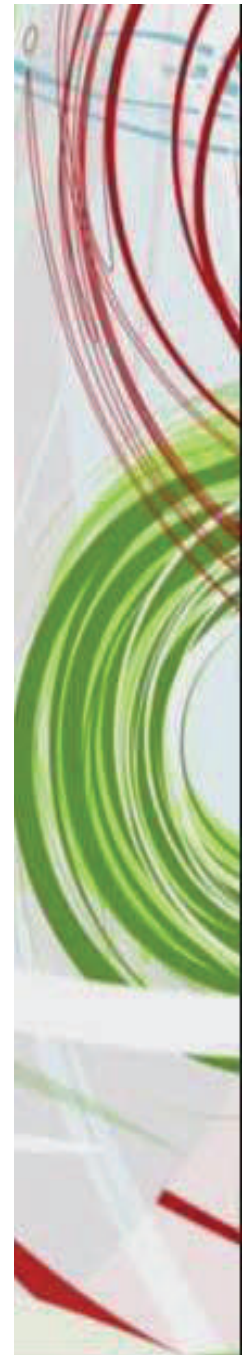
*Make sure you watch the DVD several days before the training session.*

*Invite people to sit up front and not hide in the back.*

*Remind participants the day before via e-mail.*

*Try to stay on topic by using workplace examples and stories.*

We have given you an overview of each training point that corresponds with a PowerPoint display if you wish to use them. Each training point also has several discussion questions and an exercise. Feel free to use these or create your own! Sam would want you to be creative!



# Introducing the Session to the Participants

**Time Required:** 15 minutes

**Materials Needed:** PowerPoint Program Overview  
Worksheet page 24

**Objective:** To introduce the subject, explain who Sam Glenn is and introduce the Facilitator and the participants to each other.



Introduce yourself and what you hope to accomplish. Smile, tell them something about yourself, and create a positive and energized atmosphere. Have everyone introduce themselves to each other. Explain to the group that you are there to discuss how they can use their unique abilities to create memorable and lasting relationships with customers and co-workers by using Sam's "Lizard" training lessons.



Show PowerPoint slide number 1 of Sam's four training lessons:

**Be Creative**  
**Remember What's Important**  
**Go Above and Beyond**  
**Have Fun!**



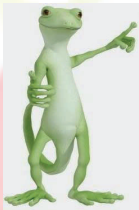
Explain to everyone that these four learning points will be fully featured when they watch the video. Ask them to take notes when they watch the video and start to think about how they can implement the four training lessons into their job and lives.



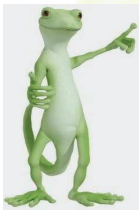
# Screen The DVD and Discuss it

**Time Required: 30 to 45 minutes**

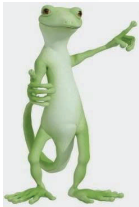
**Objective: To understand how Sam Glenn incorporated the four training lessons into his life and job and how the participant can better understand how they can be incorporated into their lives**



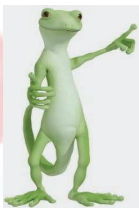
**Watch the DVD “Who Put A Lizard In My Lasagna?”**



**Distribute the DVD discussion Questions**



**After you finish watching the DVD, instruct your group to answer the discussion questions and be prepared to have a group discussion.**



**See the discussion questions on the next page and remember to HAVE FUN!**



## Discussion Questions

Sam says the concept of the lizard is the idea of using the best of what you have to create the best of what you want. That will determine what experiences and rewards you will attract into your life. How can you take this concept and bring it into your organization?

The lizard taught Sam to **BE CREATIVE!** The Pie Lady was creative; Sam's mom was creative. List some ways that you can be more creative at work.

Sam's mother didn't get stressed out when her son spilled the milk in the grocery store. Have you ever been in a situation at work where things haven't gone your way? If so, what was your reaction? Could you have acted differently?

Going **ABOVE** and **BEYOND** means you are constantly striving to create memorable experiences for your customers and co-workers. List some ways that you can go above and beyond in your job.

The lizard is about **HAVING FUN!** The woman who answered the phone laughing was having fun and it made her customer's day. How can you bring fun into your workday?

The essence of the lizard is already with you. Everyone has amazing abilities and talent. How can you better apply it to your job and life?

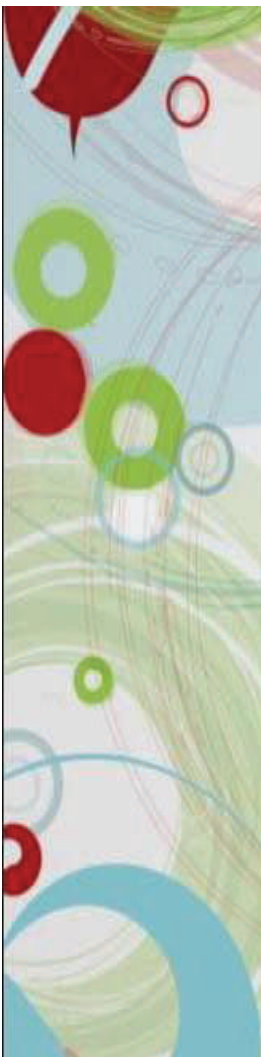


# Training Point: Be Creative!

Time Required: 20 minutes

Materials Needed: PowerPoint Be Creative!  
Worksheet page 31

**Objective:** In the video, Sam tells the story of his Mom putting a small plastic lizard in a pan of lasagna that she brought over to his house. He was at a low point in his life and was feeling down. The surprise of finding the lizard lightened his spirit and made him laugh. It put things into perspective. His mom used creativity to make his attitude and day better.



Ask your participants to talk about ways that they can “Be Creative” in their jobs and at home. Talk about how the pie lady was creative and got Sam’s business.

What can they do to enthuse their customers? Do they create a workspace that fuels creativity?

Here are some suggestions:

*Sending a personal note to a customer with a discount coupon*

*Enclose something fun when you ship a package.*

*Decorate your office with things that will make your co-workers or customers smile.*

*Surprise your customers and co-workers with lollipops.*

*Take a half of a vacation day and surprise your family with a picnic lunch in the summer.*



# Training Point: Remember What's Important!

Time Required: 20 minutes

Materials Needed: PowerPoint Remember What's Important!  
Worksheet page 32

Objective: On occasion we can all get upset and obsess over small things... but the lizard reminds us that we shouldn't sweat the small stuff. Sam learned this lesson when he watched his mom's reaction after his brother spilled a gallon of milk in the grocery store. She didn't get upset. Instead, she laughed and saw the humor in the accident.



Ask your participants to discuss how they behave in an adverse or stressful situation.

Here are some suggested questions you can ask them to prompt the discussion:

*How do you react when things go wrong?*

*If you tend to get upset, think about how effective that really is.*

*If you do get upset, try and think of creative ways to calm down.*

We all have tendencies to lash out and get upset sometimes. List some ways that you can remain calm.

Here are some suggestions to prompt the resolution:

*Try putting this in perspective. How big will this be in 5 minutes or three months or even 10 years?*

*Think, "How much does this really affect the situation?"*

*Immediately begin to brainstorm on ideas to fix the problem. Write your ideas down! Act on them!*



# Training Point: Go Above and Beyond!

Time Required: 20 minutes

Materials Needed: PowerPoint Go Above and Beyond!  
Worksheet page 33

Objective: In the video Sam says, “You know when your team members or customers need an extra boost. When you go Above and Beyond for them, you create a lasting Lizard experience.”



Encourage your participants to list ways that they can immediately implement going above and beyond in their job and lives. Here are some suggestions for prompting the discussion:

*Greet people with a warm hello and ask how they are doing.*

*Grab your co-worker’s mail or package while you are grabbing yours.*

*Provide a suggestion box to improve interoffice communication.*

*Start a potluck lunch on Fridays and share ideas.*

*Compliment people or drop them a thank you e-mail or note.*

Now, list some ways that managers can recognize employees who go “above and beyond”. Here are some suggestions for prompting the discussion:

*Start an employee of the day or week recognition.*

*Have a preferred parking spot for an employee who has gone “above and beyond” at work.*

*Send a thank you note or e-mail to an employee commending them for something that they have done that is outstanding and send it company-wide.*

*Hand out a free gift certificate to a local restaurant or store and award it once a month to an employee who has gone “above and beyond” on the job.*



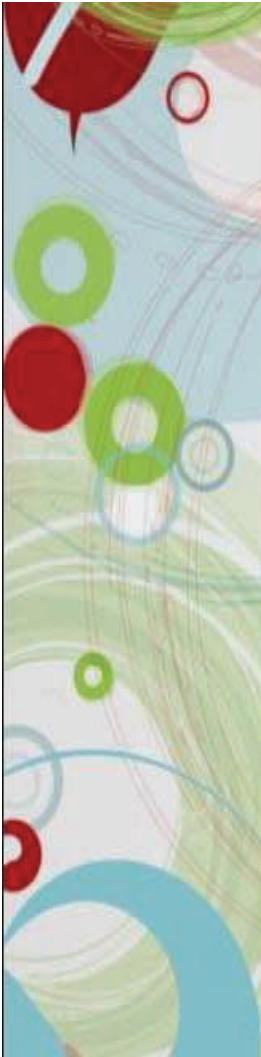


# Training Point: Have Fun!

Time Required: 20 minutes

Materials Needed: PowerPoint Have Fun!  
Worksheet page 34

Objective: The Lizard is all about having FUN! Fun means that you use your humor and positive attitude to energize your customers and co-workers. The women riding the grocery cart spontaneously had fun gliding on her cart. The woman answering the phone at work was smiling when she answered and made her customer's day.



Have the participants think about their jobs. Do they have fun at work? Are they sometimes bored with certain tasks? List ways in which they can bring fun to their job and make it more enjoyable.

Here are some suggestions to prompt the discussion:

*Think about the part of your job that you enjoy the most, and share that with other members of your team.*

*Create "working lunches". If you have to complete a group project, document or agenda – have someone bring a laptop to your local lunch spot and finish it up there!*

*We all have parts of our jobs that are both routine and monotonous.*

*See if you can do that part of your job while listening to music or combine it with a co-worker to make it more enjoyable.*

*Make Learning Fun!*

Think of any work experience where you came away energized. Share your experience with your co-workers and try these ideas out!



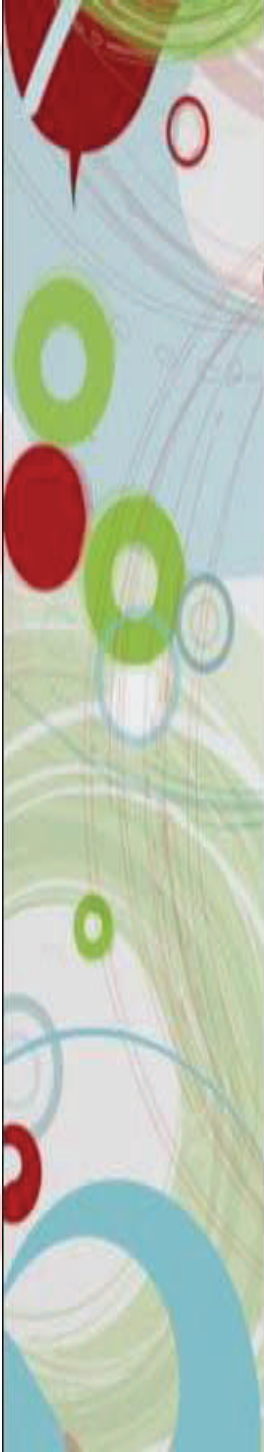
# Make Learning Fun!

Often people hear about training (or any other form of learning) and they have visions of something boring and unpleasant. With this program, we hope that we've shown that learning can be enjoyable.

Why is this important? Studies show that students learn more if they are engaged. Moreover, lessons, when presented in a humorous and entertaining fashion, will stay with students longer – their retention will improve!

How can you continue to keep these lessons fresh in the minds of everyone who views this video? We have put down a few ideas on the previous page. We also encourage you and your team of leaders to get together and brainstorm new ideas.

Have fun with this and remember to keep everyone laughing!





# Make Learning Fun!: Putting the Lizard Into Your Life



Everyone has days where “keeping a positive attitude” can be difficult. List some ways you and your organization can continue to keep a positive attitude throughout the year, such as taking a 10 minute walk on a sunny day. Bring the Lizard into your life and workplace!

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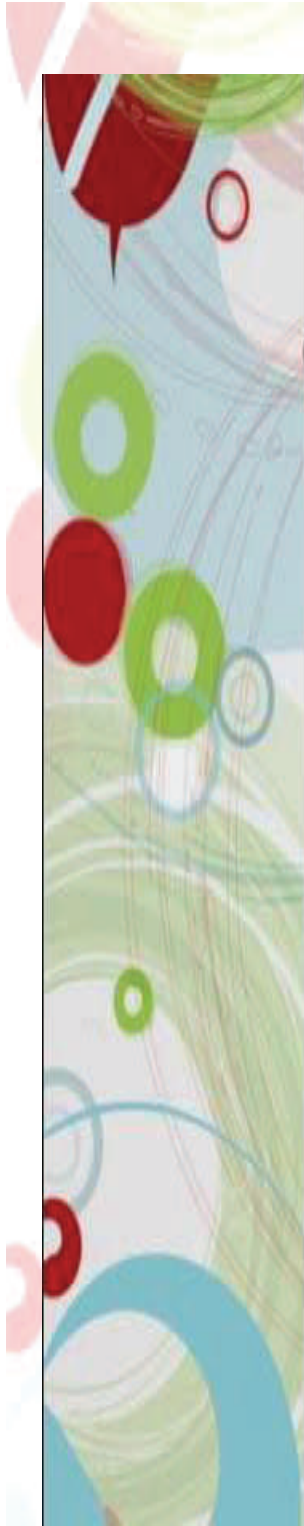
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# Make Learning Fun!: It's Your Turn



Use the space below to brainstorm other ways you can recognize your people for going above and beyond and being creative. You know that this is essential for a healthy work environment and creating great customer service. Have fun with the ideas and try to make it enjoyable and spontaneous. For example, Sam Glenn himself used to write a positive sentence or quotation on a white board at the front of an office he worked in. You could post successful projects and achievements in public places. Remember, people love to be recognized for doing something right!

Write down your ideas here:

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# Post Training Discussion

Use the examples that Sam provided in the video to spur a final discussion around the training points from “Who Put A Lizard In My Lasagna?”



## **Be Creative!**

The payroll lady used a fresh baked pie to get Sam’s attention and his business



## **Remember What’s Important**

Sam’s mother did not lose her temper when his brother spilt the milk in the grocery store – instead she laughed and saw the humor in the situation. It really was just spilled milk!



## **Go Above and Beyond**

The express checkout line cashier knew how to go above and beyond and instead of rushing her customer through the line, she took the opportunity to create an experience for him and all the other the customers in line.



## **Have Fun!**

The woman on the grocery cart in the parking lot knew how to have fun! We should all try to bring fun into our workplace and daily lives.



# Worksheets



# Training Points

**Be Creative**

**Remember What's  
Important**

**Go Above and Beyond**

**Have Fun!**

























