



## **Team Talk 1**

**Manager facilitation guide**

## PREPARING FOR YOUR SESSIONS

**Leaders are an essential part of managing change  
To build a unified culture and create an inspiring world of work**

*Communication is an essential outward mindset tool in how we  
Think about, anticipate and respond to change*

2

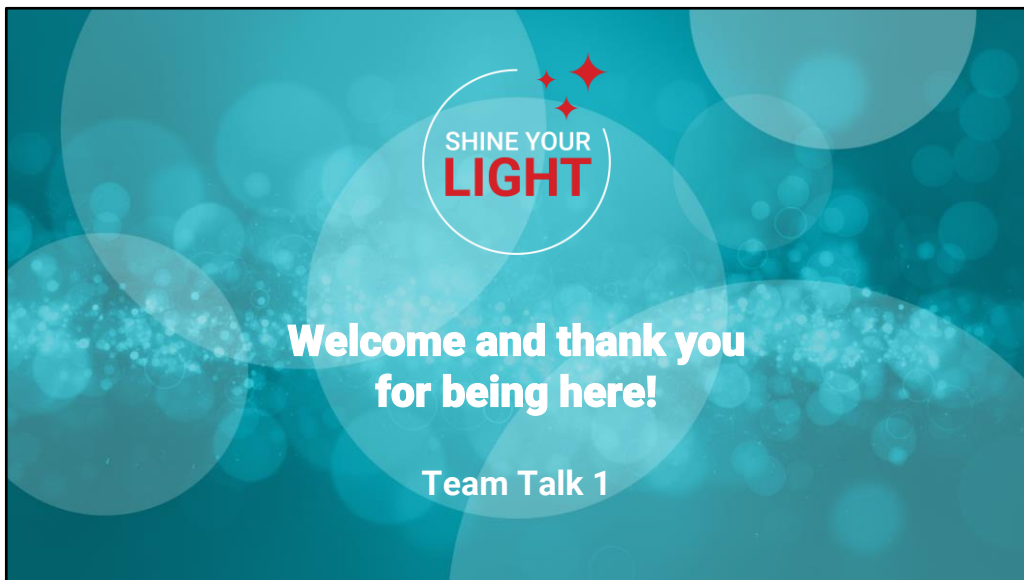
## HERE'S HOW TO PREPARE FOR YOUR SESSIONS WITH YOUR TEAMS

- Book a meeting room with a projector/AV facilities including speakers.
- Complete the invitation template/diary blocker and send it out to your team members.
- Print out this facilitation guide or have it available on a tablet or second screen.
- Take the time to go through the Team Talk content (slides and notes) and rehearse the whole session by yourself, out loud before you run your sessions with your teams.
- Have your feedback template handy for jotting down notes as you go along.
- Have your laptop ready, with the PowerPoint presentation loaded and ready to project.



**HOLDING SLIDE**

*<Have this onscreen while everyone settles in>*

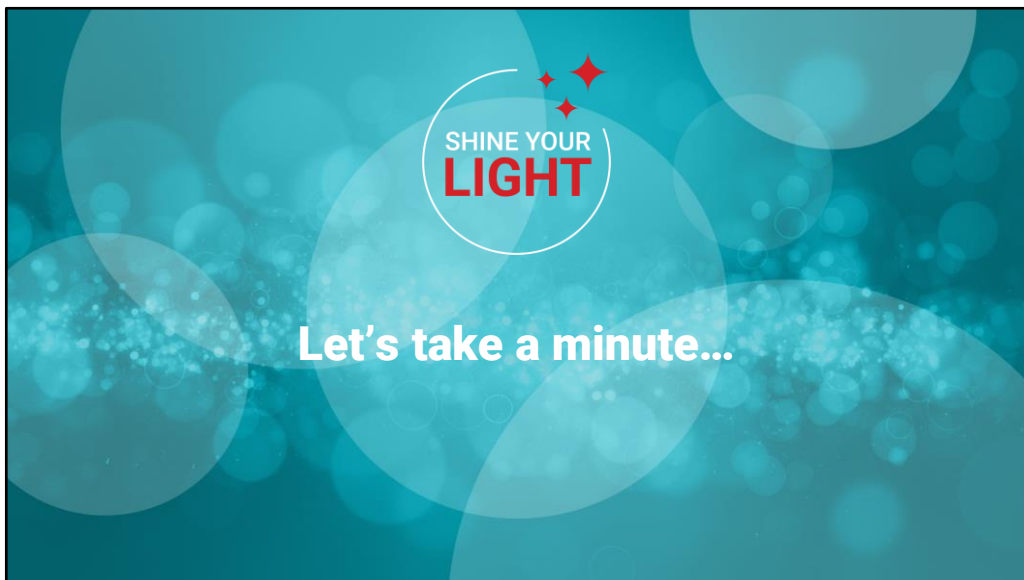


**FACILITATOR:**

Hi everyone! Welcome and thank you for making the time to be here in person today, for our first Team Talk about our world of work at Digicall.

- Please put your cell phones away and make sure they're on silent.
- Feel free to share your thoughts and ask questions as we go along. There should also be time for questions at the end.
- Try to listen actively and not to interrupt other people when they are talking.

**<ENTER>**



**FACILITATOR:**

We're going to do a very simple exercise to start.

***<Note that this is the ice-breaker. You can do anything you think your team will enjoy here. Below is a breathing exercise to use, if you are comfortable doing so.***

**OR**

***you can unhide the next slide and use the breathing exercise video instead.>***

Let's stand with our feet apart, as wide as our shoulders and no wider, with our arms relaxed at our sides.

- Let's bend our knees slowly... and straighten them again.
- Let's do that a couple more times, to make sure we have good balance.

Now let's raise our shoulders as high as they can go... and release them again.

- And up again... And released again.
- And again, a few more times, but faster.

Now shake let's shake our arms out... Make them loose like cooked spaghetti!  
... Even your hands! Just shake it all out.

- And now let's bring our arms back down, relaxed at our sides.
- And bend and straighten our knees slowly, one more time...

And now breathe with me, slowly IN for the count of 2 and 3 and 4 and 5...

- And out for the count of 2 and 3 and 4 and 5.

- And in and 2 and 3 and 4 and 5.
- And out and 2 and 3 and 4 and 5.
- And in again 2 and 3 and 4 and 5.
- And out again 2 and 3 and 4 and 5.

I am **<Your Name>** and I am here.

- Let's do this together, just for ourselves.
- Close your eyes and say with me: I am... and I am here.
- Once more: I am... and I am here.
- Let's do it softer: I am... And I am here.
- And louder: I am... And I am here.

And let's open our eyes now and take our seats.

Thank you. NOW we are here!

**<ENTER>**

Let's take a minute...



**BREATHING EXERCISE AV (Alternative to the previous slide)**

**(02:03)**

**FACILITATOR:**

We're going to do a very simple exercise to start. Let's watch this video and do it together

**<PLAY VIDEO>**

[https://www.youtube.com/watch?v=L5dcBMKotX0&ab\\_channel=CalmSage](https://www.youtube.com/watch?v=L5dcBMKotX0&ab_channel=CalmSage)

Thank you. NOW we are here!

**<ENTER>**



**FACILITATOR:**

The reason we are here today is because Digicall (as a business) wants AND needs each one of us (as employees) to be happy.

It really is as simple as that... but happiness ITSELF is not so simple, is it?

Think about it for a moment...

What are some of the things about your life at work that make you happy... or that COULD make you happier?

**<Encourage people to contribute. There are no "right" or "wrong" answers. The point is to get people to think and to participate.>**

**<ENTER. The word cloud will now come up on the slide.>**

Yes, our happiness at work is made up of so many different things.

And the business invests a lot of money, time, energy, and skill in making them possible for us.


**<ENTER>**

# WHY IS OUR HAPPINESS IMPORTANT TO DIGICALL?

#It'sATwoWayStreet

**THE BUSINESS**

To be a successful and sustainable business, Digicall expects and relies on each one of us working here to bring our best selves to work.



**THE PEOPLE**

To be our best selves, we need to feel valued, respected, supported, and that we belong and have a future here.

**FACILITATOR:**

But why do you think our happiness is so important to Digicall in the first place?

**<Encourage people to contribute. Again, the point is simply to get them to think and to participate.>**

**<ENTER. The two-way street graphic will now come up on the slide.>**

Yes. To be a successful and sustainable business, Digicall expects and relies on each one of us working here to **bring our best selves to work.**

To **be our best selves**, we need to feel valued, respected and supported in our lives. We need to feel that we belong and have a future here, too.

So it really is a two-way street.

That is the very basic nature of the relationship between the employer on the one hand and the employee on the other.

It's about what the business needs and looks to us to do, and it's equally about what the business does to help to make it all possible.

For everyone involved, there is a lot to give AND to gain.

But it also goes deeper than that, because remember...

**<ENTER>**



**FACILITATOR:**

Our purpose at Digicall **is to generate prosperity for all the people in our world.**  
And it starts right here inside the business with us as employees.

**<ENTER.>**



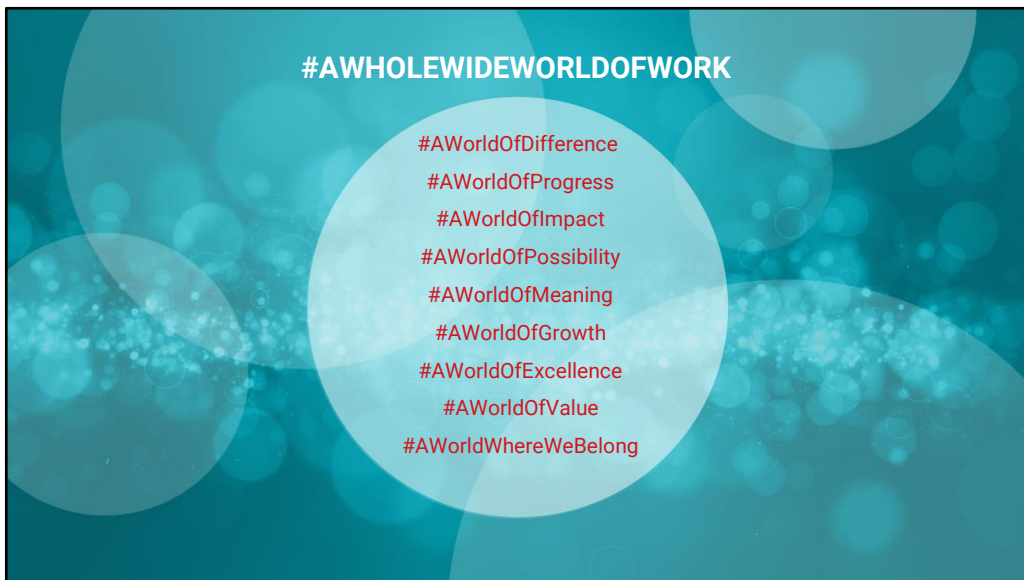
**FACILITATOR:**

We are not only HOW the business succeeds.

Our personal prosperity is one of the reasons WHY Digicall is in business to start with.

Creating employment and growth opportunities makes a positive difference in the lives of not only ourselves as individuals but also our families, our suppliers and their families, and therefore our communities and society as a whole.

**<ENTER>**



**FACILITATOR:**

So, we've talked about our happiness and why it matters in the context of:

- The two-way street, and also
- Digicall's purpose.

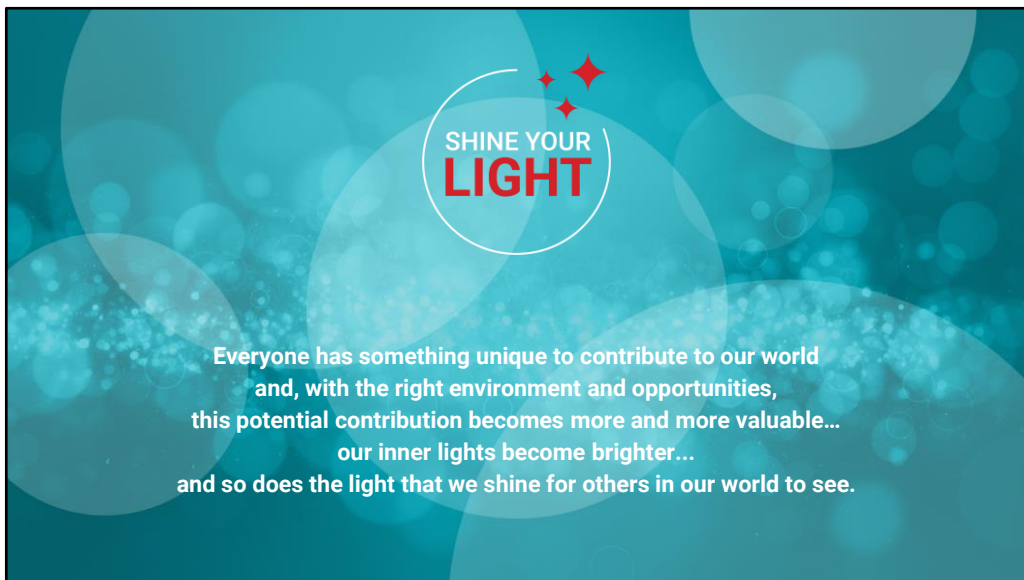
Now we're going to look more closely at what makes up our world of work... the Digicall SA PEOPLE picture that we call: **Shine Your Light...**

**<ENTER. The AV will play automatically from the next slide>**



**SHINE YOUR LIGHT AV**

**(02:20)**



**FACILITATOR:**

How does this video make you feel? What does it make you think?

*<Encourage contributions. If people are shy to contribute, start with how it makes you feel and what it makes you think.>*

*<ENTER. The key message will appear on the screen.>*

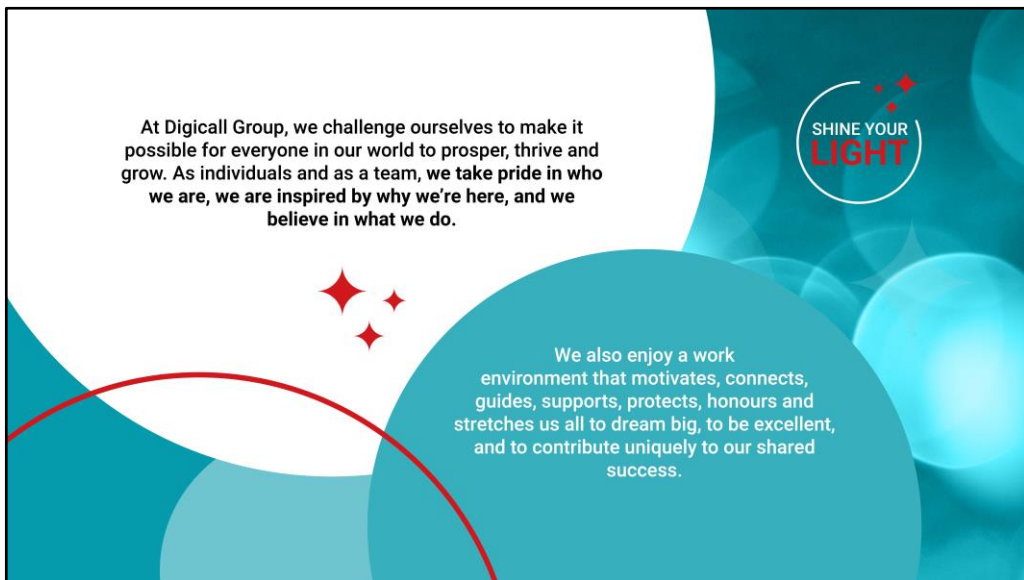
Yes. At the heart of it all is the belief that **everyone has something unique to contribute to our world.**

And that, with the right environment and opportunities, this potential contribution becomes more and more valuable...

**Our inner lights become brighter...**

And so does **the light that we shine for others in our world to see.**

*<ENTER>*

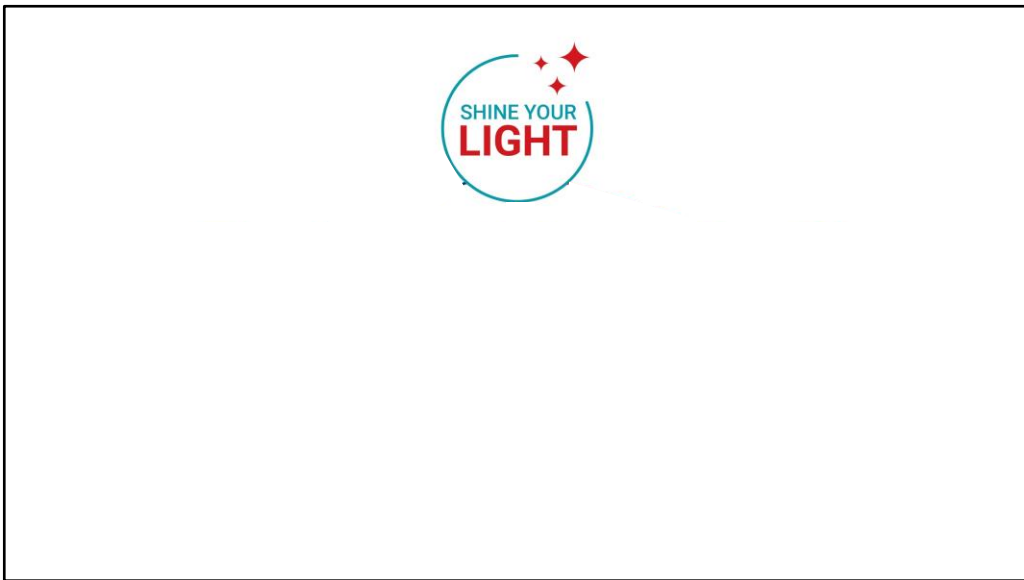


**FACILITATOR:**

As we heard in the video, this is how we describe our world of work at Digicall. It's what we WANT to be true. And it IS true. And it's up to all of us to KEEP MAKING it true. I am going to read it aloud and you are welcome to join me...

**<Read the slide aloud.>**

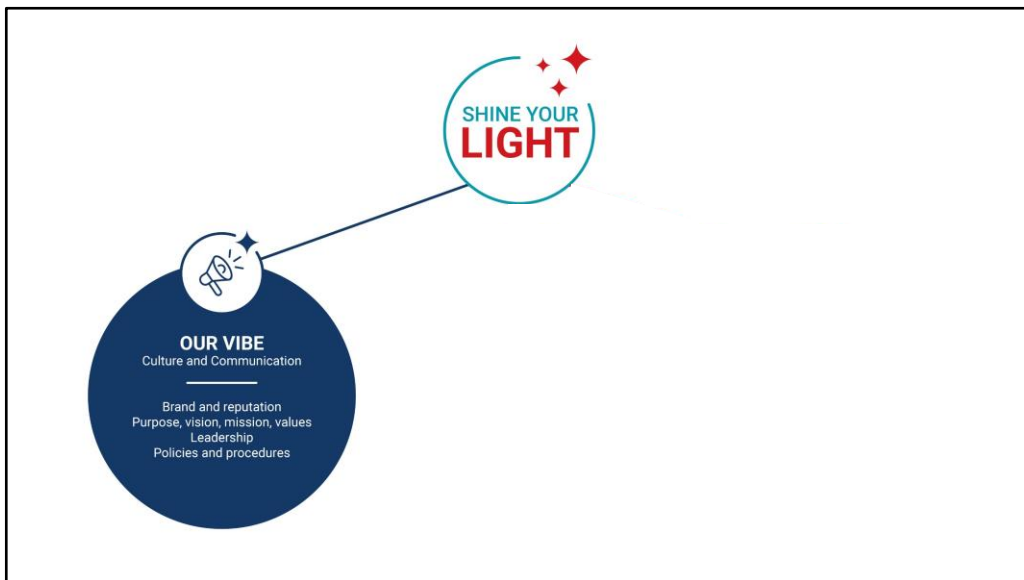
**<ENTER>**



**FACILITATOR:**

The video also introduced us to the three main areas of **everything the business offers us in return for what we contribute...**

**<ENTER>.**

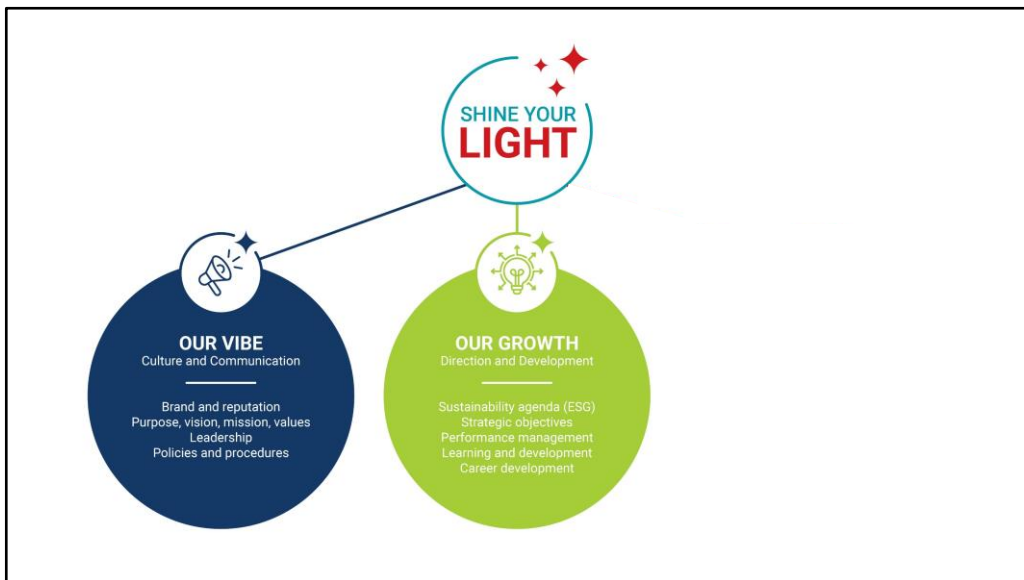


**FACILITATOR:**

First: **OUR VIBE**, which is all about our **culture and communication**.

- This is what we're going to explore in detail at our next SHINE YOUR LIGHT Team Talk.
- It includes things like our brand and reputation, our purpose, mission, vision and values, our leadership, and our culture of compliance (which is what our policies and procedures are all about).

**<ENTER>**

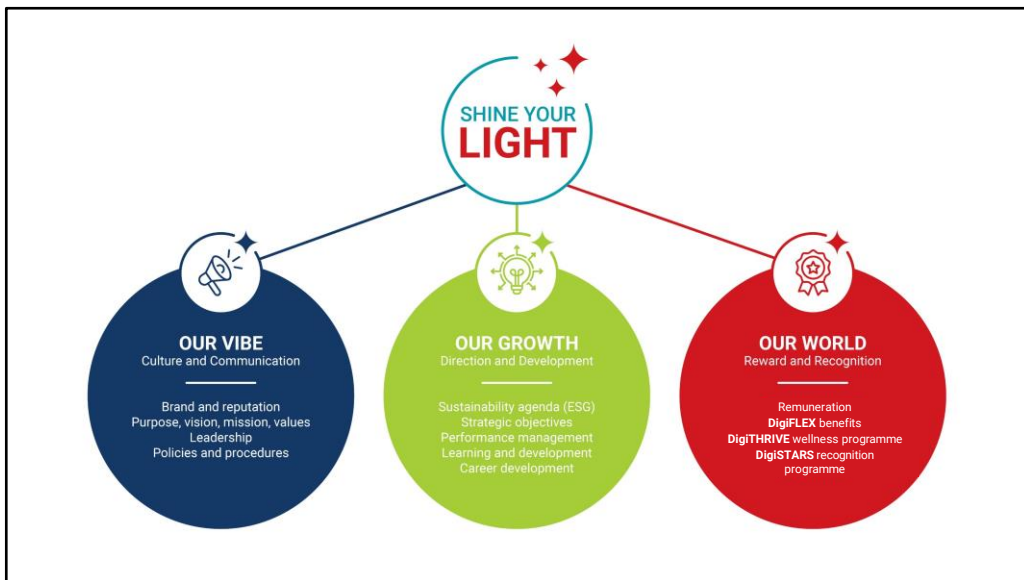


**FACILITATOR:**

Second: **OUR GROWTH**, which is all about the company's **direction** and our opportunities for personal **development**.

- Our third Team Talk will explore this topic in detail.
- It includes things like our environmental, social and governance (or ESG) sustainability, our strategic objectives, and our performance management, learning and career development.

**<ENTER>**



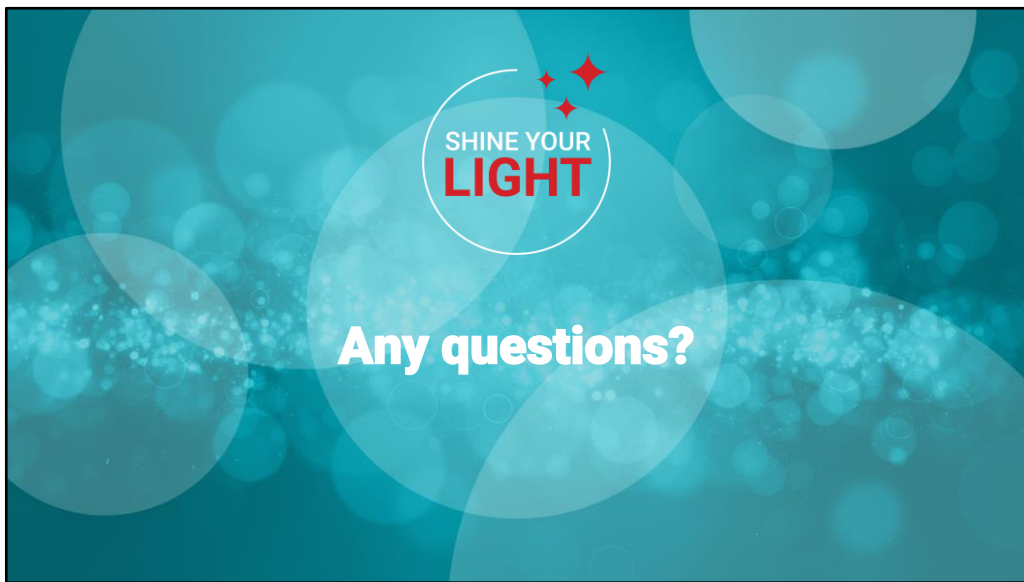
## FACILITATOR:

Third: **OUR WORLD**, which covers how we are **rewarded** (financially and in other ways) and how we are **recognised** when we truly stand out.

Our fourth Team Talk will explore this topic in a lot more detail.

- It includes things like our remuneration as well as our benefits. We are calling our benefits **DigiFLEX** and when they change or are updated, we'll be the first to know.
- It also includes our wellness programme, which is called **DigiTHRIVE**. This offering is expanding and we'll find out more soon.
- And it includes the new, company-wide recognition programme called **DigiSTARS**, which will land in our next financial year (which starts on 1 May 2024).

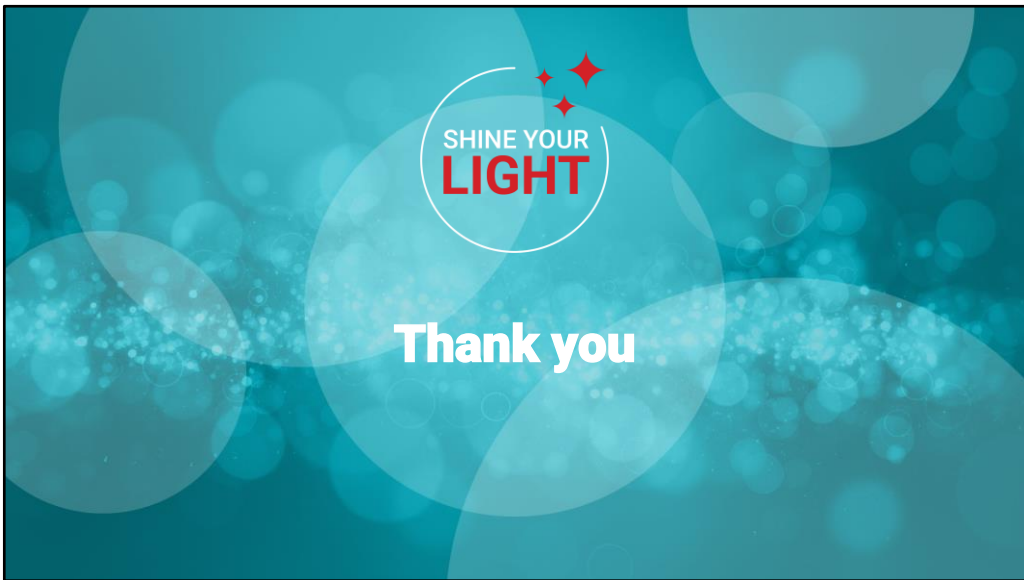
<ENTER>



**FACILITATOR:**

That's enough for today! In the time we have left, does anyone have any questions? I will do my best to answer them but if I can't then I will find out the answers and get back to you.

**<ENTER>**



**FACILITATOR:**

Thanks everyone! Let's go out there and shine our lights!