

WELCOME TO ON FIRE UNIVERSITY!

This unique online training experience will provide you with proven tactics, innovative ideas, and actionable strategies to attract, train, engage, manage, motivate, and retain great employees who will deliver “on fire performance and service” for you and for your business.

CLICK THE “+” TO MAXIMIZE THE EXPERIENCE!

Each module is built around a 5- to 7-minute video packed with ideas and strategies.

To maximize your learning and capture each idea, click the “+” that’s located directly below the video icon to expand the dropdown menu.

STUDY GUIDE - Before watching each video, download the corresponding study guide. Then as you experience the video, fill in the blanks and answer the questions. This will help you lock in the key ideas. If, after watching the video, you’ve missed an idea, replay that portion of the video. Remember, repetition is the key to learning!

DISCUSSION QUESTIONS – On Fire University is even more effective when the modules are taken with a partner or, better still, with a group or team of managers who can engage with each other to unpack and discuss the applicability of each concept and tactic.

This doesn’t mean the group watches the videos together. Rather, the group stays ‘in step’ by selecting a group leader (this role can rotate for each module) and scheduling a weekly meeting of the group where every member attends having watched the video on their own time, e.g. “Everyone watch Module 3 this week and meet back here next Tuesday at 8:30am. Chris will lead us in a 20- to 30-minute discussion.” (Chris downloads the Discussion Questions and arrives to the meeting prepared to lead the group interaction.)

ADDITIONAL RESOURCES – This section offers links to books you can purchase on Amazon, along with FREE articles and blogs that offer additional ideas and strategies you’ll find useful.

Throughout the next 90 days, approach each module the same way, and take each module as often as you’d like – there are no restrictions and no time limits.

If you have any comments, suggestions, questions, or problems, please direct them to Christie@onfireatwork.com.