



▶ Team 2011 Training Manual

Train-The-Trainer: Facilitator Guide

High-level Agenda



Purpose, Process & Payoff

Purpose:

1. Help attendees understand what the training looks like for Team 2011.
2. Learn and demonstrate skills that will be involved in the delivery of training.
3. Understand their role in the delivery of training (i.e. Facilitation Squad vs. Subject Matter Expert vs. Session Leader).

Process:

1. Agree what effective training looks like.
2. Learn and practice some skills and activities that are included in the training.

Payoff:

1. Gained confidence in knowledge of Functional Areas and Team 2011 roles and responsibilities during the Tournament.
2. Strong understanding of the training schedule for Team 2011.
3. Know when and where training will be for their region.
4. Attendees will possibly meet with others who can help with their training.
5. Gain skills that will help them long after the Tournament is over.

Colour key:

Black – General content and structure of session. May include suggested phrases

Red – instructors for facilitator, such as activities and discussions

Green — Activities or learning objectives for each section

Agenda

Time	Content	Resources
Prior to start	Welcome participants Check names off attendee list	Music and PPT
10 min	Section one — Welcome Welcome and thank you for your commitment and enthusiasm. It is a pleasure to have you on board and involved with the training programme for Team 2011 – and being a part of Team 2011 itself! [Refer above] <ol style="list-style-type: none"> 1. Why are we here — purpose of the session. 2. Agenda for the session. 3. Ground rules. 4. What will we achieve by the end of the session. 5. Housekeeping, location of toilets, breaks, expectations and concerns. 	PPT
5 min	Interactive engaging activity	Human Bingo
10 Min	Group Discussion: What's your current level of comfort facilitating a group of people? Create a line across the room (1 = no comfort, 10 = facilitator guru!). This session is about giving you an understanding of the training for Team 2011, and utilising your existing skills.	
10 min	Section two – The roles we play Describe the learning path of Team 2011 members: <ul style="list-style-type: none"> - Facilitation Squad - Session Leader - Subject Matter Expert 	PPT
By the end of Section 1 the learner will have an understanding of the agenda for the session and feel comfortable to participate and engage in the training session.		

15 min	<p>Section 3 — Team 2011 and the training programme</p> <p>Talking points include:</p> <ul style="list-style-type: none"> • Part of a bigger team making this amazing Tournament happen – Team 2011 is the ‘face of the Tournament’ • Introduce theme of wider workforce and stadium of 4 million • Show structure (IRB, RWC etc) chart and give brief background • An opportunity to showcase our national Rugby passion, our beautiful country, landscape, people and culture to the world 	PPT
15 min	<p>Team 2011 group activity</p> <p>Play Team 2011 fish card matching game.</p> <p>Explain that we may be asked a variety of questions from visitors and we may be required to direct them to other members of the wider Team 2011.</p>	Team 2011 card game
15 min	<p>Training at RWC2011</p> <ul style="list-style-type: none"> • Provide very high-level overview of training process (four phases, + leadership) • What does great training look like? <ul style="list-style-type: none"> ○ Table discussion: Our own great (and not so great) training experiences ○ Flipchart insights ○ What great training includes ○ What it should avoid! • RWC 2011 strategy and experience <ul style="list-style-type: none"> ○ Activity: Brand bingo ○ Discussion: Training – what we do vs. how we do it (logic vs. emotion) 	PPT
15 min	<p>Agree what success looks like</p> <p>Activity: To describe individually what ‘effective training’ would be for Team 2011. What do we want to achieve by the end of the training programme? How do we want people thinking, feeling and saying?</p> <ul style="list-style-type: none"> • One word per post-it note • Create as many notes as you can! • After 2-3 minutes, get each table to stick all their post-it notes on a wall, then discuss common themes emerging in your groups • Their task is to ‘cluster’ all their post-it notes into themes, then give each theme a name • Then they report back to wider team 	PPT

	Break	
5 mins	<p>Activity: 'Clapping hands'</p> <p>Mehrabian's circle - The 'ACE' communication:</p> <ul style="list-style-type: none"> ○ 7% of meaning is in the words that are spoken ○ 38% of meaning is paralinguistic (the way that the words are said) ○ 55% of meaning is in facial expression 	
15 min	<p>Workshop structure – Role Specific</p> <p>Introduce core framework/flow that agendas relate to. Use a typical agenda as an example:</p> <ol style="list-style-type: none"> 1. What are we aiming for? 2. How we 'fit' within the Tournament 3. What's my role 4. A day in the life of... (use VIP as an example) 5. Next steps, timeline, commitments <p>Group discussion: Why keep it a consistent structure? What benefits are there in this?</p>	VIP Card game
15 min	<p>Workshop structure – Leadership Development</p> <p>Introduce agenda:</p> <ol style="list-style-type: none"> 1. Team 2011 – Our line up 2. Why we're putting our hand up – motives 3. Briefing – TEAMtalk 4. Debrief – THANKS 5. Giving feedback 6. Service recovery 	PPT

10 min	<p>Section 4 — Next steps and scheduling</p> <p>Talking points include:</p> <ul style="list-style-type: none"> - What you can expect next - What preparation you can do from now 	PPT
5 min	<p>Post-it speed date activity</p> <p>Each person writes one thing that stood out, they learnt, or they enjoyed about the session. When instructed, everyone gets out of their chair and mingles with others.</p> <p>They share their post-it note, then swap with the person, then go and find someone else, who shares their new insight from their last interaction. Each interaction shouldn't take more than 30 seconds.</p> <p><i>Keep the group going for 2-3 minutes</i></p>	Post-it notes and coloured pens
	<p><i>Take time to thank each individual as they leave training.</i></p>	Music and PPT



