



Team 2011 Training Manual

Host Role Specific Training – Facilitator Guide

High-level Agenda

1. Welcome

Section 1

- Welcome and overview
- Aims and Objectives
- Ground Rules
- House keeping

2. Team roles

Section 2

- Who is Team 2011?
- Our functional area?
- What does success look like for the Host Team?

3. Region specific

Section 3

- A day in the life of a Host
- He ringa manaaki
- Regional generic content
- Guest speakers — Subject Matter Expert

4. Next Steps

Section 4

- Next steps
- Post it speed date

Purpose, Process and Payoff

- Understand their individual, functional area and Team 2011 roles and responsibilities during the Tournament
- Learn and share skills and tips to be able to perform their role well during the Tournament, and support their team.

Process:

- Agree what success looks like for their functional area
 - Learn and practice their understanding of roles and responsibilities of their functional area and Team 2011
 - Learn and practice their understanding of their individual roles and responsibilities
 - Understand what the next steps are.
- **Payoff:**
- Gain confidence in our knowledge of individual, functional area and Team 2011 roles and responsibilities during the Tournament
 - Gain knowledge and confidence in ability to perform their role well during Tournament
 - Feel inspired and motivated to contribute to delivering an operationally successful Tournament, whilst showcasing New Zealand to the world
 - Provide cherished memories to all visitors while enjoying the experience of being part of Team 2011.

Colour Key

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

Red – instructors for facilitator, such as activities and discussions

Green — learning objectives for each section

Responsibilities

Training Team

The Training Team is responsible for:

- Booking training venues (each training venue will provide table chairs, whiteboard, data show and catering)
- Provide the lead facilitator with a participant list outlining participants scheduled to attend, venue address, contact person and their contact number
- Deliver Train the Trainer session to prepare each Regional Workforce Manager to deliver or train the Host Workforce Manager or representative to deliver each session
- Deliver Team Leader and Facilitator training to all identified Team 2011 representatives. A list of these representatives will be provided to assist with training sessions
- Provide each Regional Workforce Manager with a training kit which includes:
 - Facilitator guide
 - PowerPoint presentation
 - Functional Area Card Game
 - Host Team Functional Cards
 - Human Bingo Sheets
 - Team 2011 Training Manual

Regional Workforce Manager

- Each Regional Workforce Manager has received a copy of the training schedule, outlining training dates and venues.
- It is the responsibility of the Regional Workforce Manager to ensure their Host Workforce Manager has received a copy of the training schedule for their region.
- Ensure a lead facilitator and facilitator support has been appointed for each session.

Host Workforce Manager

- It is the responsibility of the Host Workforce Manager to liaise with regional contacts such as i-SITE managers to provide a regional update as outlined in section 3.
- Liaise with the Regional Workforce Manager to ensure a lead facilitator, facilitator squad members and regional guest speakers have been appointed.
- Liaise with regional groups to discuss their involvement in training
- Liaise with the Regional Workforce Manager to ensure, flipchart paper, pens, post it notes, lollies and water is available for each session.

Agenda

Time	Content	Resources
Prior to start	<p>Welcome participants</p> <p>Check names off attendee list</p>	PPT 1
15 min	<p>Section one — Welcome</p> <p>Welcome and thank you for your commitment and enthusiasm. It is a pleasure to have you on board. You bring a wealth of experiences and knowledge. It is important that we provide a Rugby World Cup service that is nationally consistent and continually strive to set the benchmark for visitors. You are a vital link to the successful delivery of our programme.</p> <p>Discuss what does our pre-season games workshop look like</p> <ol style="list-style-type: none"> 1. Why are we here — purpose of the session 2. Agenda for the day 3. Ground rules 4. What will we achieve by the end of the session 5. Housekeeping, location of toilets, breaks, expectations and concerns. Evacuation procedures and assembly point. <p>Ask the group if they have any concerns to write on a post it note and place on the wall. Advise the group if their question is not answered during the course we will discuss it at the end of the course.</p>	<p>PPT 2 Welcome</p> <p>PPT 3 Our Focus Today &</p> <p>PPT 4 Making the Most of our time together</p>
5 min	<p>Interactive engaging activity</p>	<p>PPT 5 Who's here? [Human Bingo]</p>
	<p><i>By the end of section 1 the learner will have an understanding of the agenda for the day and feel comfortable to participate and engage in the training session.</i></p>	

<p>15 min</p>	<p>Section 2 — Who is Team 2011?</p> <p>Take the group through the Rugby World Cup structure from IRB to RNZ 2011 (Team 2011).</p> <p>Ask the group who is Team 2011? Prompt the group to think about the different Functional Areas involved. Write the answers onto the whiteboard.</p> <p>Talking points include:</p> <ul style="list-style-type: none"> • Part of a bigger team making this amazing Tournament happen – Team 2011 ‘face of the Tournament’. • Introduce theme of wider workforce and stadium of 4 million • Delivering an operationally successful Tournament. • Customer excellence to an estimated 85,000 visitors from over 127 countries. • An opportunity to showcase our national rugby passion, our beautiful country, landscape, people and culture to the world. 	<p>PPT 6</p> <p>PPT 7 IRB to Team 2011 structure</p>
<p>20 min</p>	<p>Team 2011 group activity</p> <p>Play Team 2011 fish card matching game. 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>	<p>PPT 8</p> <p>Team 2011 card game</p>
<p>2 min</p>	<p>Hand activity</p> <p>Ask for a volunteer from the group. Ask them to place their hand against yours. Tell them to watch your hand and mirror your movement. They will find it difficult to keep up.</p> <p>Ask the group to name the Australian comedy Kath and Kim. Ask what is their catch phrase? “Look at me, look at me”</p> <p>Tell them to place their hand against you but this time they should look at you and try to mirror your hand movement. They will find it a lot easier.</p> <p>De-brief:</p> <p>Sometimes we focus on the individual task and we can find ourselves getting overwhelmed, we should be focusing on building relationships working together to get tasks done. It is about working together i.e. Team 2011.</p>	
<p>25 min</p>	<p>Take the group through the generic section of the Training manual. Each team is given a section in the training manual (generic section) to prepare a 5 minute presentation on the key messages. Allow each team 10 minutes to prepare.</p> <p>Check that key messages have been mentioned.</p>	<p>Generic TM checklist</p>

10 min

Host Team overview

Take the group through the Host reporting chart.

Share your Host role story.

Take the group briefly through each role; you may be able to name the City Liaison Manager, Regional Workforce Manager and Host Workforce Manger.

Explain that the Tourist Information Host role is very similar to the Festival Host role. The main emphasis is proving information to visiting fans, support host region activity and referring people onto i-SITEs.

In some regions these roles are interchangeable, while in others they are very distinct. Both roles are critical to the success of the Tournament and a great visitor experience.

When looking through the manual you will see that the Tourist Information Host role is not there. If you are a Tourist Information Host, please read the Festival Host pages for details of your responsibilities and key tasks – they are very similar.

PPT 9

Host Team
Structure

Lead a group discussion

What is the role of the Host team?

Talking points include:

- The Host team is known as the 'face of the Tournament'. The Host team will play these vital roles
- We support all host regional activity
- We provide vital information to visiting fans and spectators
- Working alongside regional groups such as i-SITEs to provide all visitors an unforgettable experience
- They will support FANZONES, Festival sites, airports and key public transport hubs providing vital information and a positive host experience to visiting fans and spectators during Rugby World Cup 2011

PPT 10

The Hosting
Team

<p>20 min</p>	<p>What does success look like for the Host team?</p> <p>Each team member is asked to write in one or two words what does good service looks like for the Host team on post it notes:</p> <ul style="list-style-type: none"> • Create as many post its as you can • After 2 -3 minutes, get each table to stick all their post it notes on a wall, then they discuss common themes emerging • Give each theme a name • Then report back to the wider group • This is a great way to create alignment of understanding, rather than simply comparing one post it note with another • The output is the same as a charter or mission statement • Allow 20 minutes to complete. 	<p>PPT 11</p> <p>What are we Aiming for</p>
<p>15 min</p>	<p>The Host Team group activity</p> <p>Play the Host Team fish card matching activity</p> <p><i>By the end of section 2 the learner will have an understanding of the different Functional Areas & Host roles and responsibilities.</i></p>	<p>PPT 12</p> <p>Host card game</p>



20 min

Section 3 — Host roles and responsibilities

Ask who can remember the meaning of He ringa manaaki?

Talking points include:

- He ringa manaaki means the act of hosting or caring
- Looking after the well being of our team and visitors
- Manaakitanga is a word closely associated with Rugby World Cup 2011. Another way of illustrating this role is the use of the term 'Stadium of four million' A simple acronym has been created to help you remember, and it has a kiwi twist, C.A.R.E

Ask the group if they can remember what CARE stands for?
Take them through each word.

Place 4 sheets of flipchart on the wall, outlining the four words of the acronym.

In pairs write on post it notes what CARE looks like in action for each word. Allow 2 minutes. Ask them to walk around the room to each poster to place their post it note.

Prompt the group by asking who are our customers? This will give them an understanding of how the activity works.

Examples include:

Customer

- Prompt who are our customers

Attitude

- Positive and vibrant

Respect

- Cultural and individual differences

Engaging

- Communication and listening

Debrief the activity by getting the group to stand around each poster and discuss common themes or ask what they meant.

PPT 14

C.A.R.E

<p>30 min</p>	<p>Regional specific content — A day in the life of a Host</p> <p>Split the group into teams according to their role:</p> <ul style="list-style-type: none"> • Festival Host • Transport Hub Host • Airport Host • Outside Stadia Workforce Squad <p>Using the function area section of their training manual create either a skit or presentation that illustrates a typical day in the life outlining their key roles and responsibilities. Encourage each team to be as creative as they can. Allow them 15 minutes to prepare a 5 minute presentation.</p>	<p>PPT 15</p> <p>A day in the life</p>
<p>15 min</p>	<p>Regional events & activity</p> <p>Split in teams to brainstorm regional activities that are available in the region during the Rugby World Cup. Allow each team to present back to the wider group.</p> <p>Lead group discussion, i-SITE Managers could provide assistance as a table host:</p> <p>Talking points would include:</p> <ul style="list-style-type: none"> • Cruises, ferry, bus, trains and taxi timetables and locations • Hospitality and accommodation • Parking • Festivals and Fanzone • Walking routes • Regional support group i.e. Maori Warden and City Ambassadors e.t.c. • Workforce Centers (where, when and what) 	
	<p>At this point you may choose to break out into role specific groups; for example Festival Host, Transport Hub Hostand have a Subject Matter Expert (SME) present.</p> <p>You may also want to provide:</p> <ul style="list-style-type: none"> • Regional specific ma • Events calendar • Festival programmes • Transport timetables • Accommodation • Safety messages • Emergency facilities i.e. Fire Station, Police Station and Hospital... 	
	<p><i>By the end of section 3 the learner will have an understanding of their Host role and responsibilities and key festivals, events and activities that are happening during the Rugby World Cup 2011.</i></p>	

10 min	<p>Section 4— Next steps</p> <p><i>Talking points include:</i></p> <ul style="list-style-type: none"> • Captains run (Venue Specific Training) • On-going communication updates • Uniform and accreditation • Services available to Team 2011 i.e. public transport and parking... 	
5 min	<p>Take the group through what we say we'll do, then do, has a BIG impact slides</p> <p>Ask the group to tell you what is the first thing that comes to mind when they see the brand on screen? Show all brands. The last brand shown is RWC2011. Click to show next slide.</p> <p>Explain: Our reputation is the expectation from our visitors/clients and the experience they receive. Ask: what do you want them to say when the Rugby World Cup is long finish. Talk about the opportunities that we have and the role that we will play</p>	<p>PPT 16 & 17</p> <p>What we say we'll do, then do, has a BIG impact</p>
5 min	<p>Question and answer session</p> <p>Take the group through the remainder of questions or concerns that have been left on the board from the welcome session.</p>	
10 min	<p>Post it speed date activity</p> <p>Each person writes one thing that stood out what 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>Keeps the group going for 2-3 minutes.</i></p>	
	<p><i>By the end of section 4 the learner will have an understanding of their responsibilities prior and during the Tournament as well as being a valued and important part of the Host team.</i></p>	
Wrap up	<p><i>Take time to thank each individual as they leave training. Encourage them to keep in contact if they have any enquiries.</i></p>	