



Team 2011 Training Manual

Workforce 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 Workforce Squad?

3. Region specific

Section 3

- A day in the life of the Workforce Squad
- Workforce Operations

4. Next Steps

Section 4

- Next steps
- Post it speed date

Purpose, Process and Payoff

Purpose:

- 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

Agenda

| Time | Content | Resources |
|----------------|---|---|
| Prior to start | <p>Welcome participants</p> <p>Check names off attendee list</p> | PPT 1 |
| 5 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</p> <p>Welcome</p> <p>PPT 3</p> <p>Our Focus Today – Agenda</p> <p>PPT 4</p> <p>Making the most of our time together</p> |
| 5 min | <p>Interactive engaging activity</p> | <p>PPT 5</p> <p>Who's Here?</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> | |

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| | Check that key messages have been mentioned. | |
| 5 min | <p>Workforce Squad Overview</p> <p>Take the group through the Workforce Squad reporting chart.</p> <p>Share your Workforce role story.</p> | <p>PPT 9</p> <p>Workforce Squad Structure</p> |
| 2 min | <p>Lead a group discussion</p> <p>What is the role of the Workforce Squad?</p> <p>Talking points include:</p> <ul style="list-style-type: none"> • The Workforce Squad is a support function; the ‘force behind the scrum’ • They promote operational efficiency and effectiveness • They ensure that each and every member of Team 2011 enjoys their experience at Rugby World Cup 2011. • The Workforce Squad look after the well being of Team 2011 • The team efficiently manages the Workforce Check-in and Workforce Centre, assist with scheduling, produce venue specific and Tournament communication and ensure the proper care and treatment of all Team 2011 representatives. | <p>PPT 10</p> <p>The Workforce Squad</p> |
| 15 min | <p>What does success look like for the Workforce Squad?</p> <p>Each team member is asked to write in one or two words what does good service looks like for the Workforce Squad 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 We’re Aiming For Activity</p> <p>Post it notes and coloured pens</p> |
| 15 min | <p>The Workforce Squad group activity</p> <p>Play the Workforce Squad fish card matching activity</p> | <p>PPT 12</p> |
| | <p><i>By the end of section 2 the learner will have an understanding of the different Functional Areas & Workforce Squad roles and responsibilities.</i></p> | |

15 min

Section 3 — Workforce squad 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>20 min</p> | <p>Workforce Operations – Group Activity Split the group into pairs to write up a similar list on flipchart chart paper and present back to the group. Give each group one of the following Workforce Operations. Allow 15 minutes to prepare a 2-5 minute presentation using the functional area section of their training manual.</p> <ul style="list-style-type: none"> • Workforce Catering • Workforce Scheduling Support • Workforce Recognition • Team 2011 Communication • Workforce Incident Management <p>Debrief the session. Outline the importance of their role as the force behind the scrum, the motivators, warm and friendly. The Workforce Squad is critical for ensuring the successful delivery of Rugby World Cup 2011. They will look after the wellbeing of Team 2011 representatives, we embody He ringa manaaki — with open arms.</p> | <p>PPT 19 Workforce Operations group activity</p> |
| | <p><i>By the end of section 3 the learner will have an understanding of their Workforce Squad role and responsibilities and key festivals, events and activities that are happening during the Rugby World Cup 2011.</i></p> | |

| | | |
|---------|---|---|
| 5 min | <p>Section 4— Next steps</p> <p><i>Talking points include:</i></p> <ul style="list-style-type: none"> • Captains run • 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 20 & 21</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> | <p>PPT 22</p> <p>Questions</p> |
| 5 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>Keep the group going for 2-3 minutes.</i></p> | <p>Post it notes</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 Workforce Squad.</i></p> | |
| Wrap up | <p>Take time to thank each individual as they leave training. Encourage them to keep in contact if they have any enquiries.</p> | |