Training Set Up & Preparation

Prerequisite: None
Duration: 3 ½ hours
Format: On-site, two facilitators
Audience: This training is designed for groups of 8 - 15. Activities and/or discussions may need to be tailored to accommodate larger group sizes.

Training Materials:
Laptop
Speakers for laptop
Flip chart pads
Flip chart markers
Dry erase markers
Ground rules poster
Name tent cards
SWAG

Projector/In-Focus
Media: PPT, leadership video, all video links, tagul.com
Masking tape
Pens
Customer service model poster
Sign-in sheet
Blank cards/post-its for greeting activity
Snacks/water (optional)

Handouts (in folder):
Service Principles & Behaviors
Think Yes Statements
Communication Tips
Empathetic Communication
Be Part of Your Team Checklist

Leadership Statement
Greeting Guidelines
Difficult Conversations
Empathy Activity Worksheet
Self-Care Resource List

Set Up:
• Configure tables and chairs depending on size of group
• Materials folders & small stack of blank cards is placed on each table prior to participant’s arrival.
• Hang laminated Think Yes to Care poster and Ground Rules poster
• Prepare small group work and materials; pass out swag items
• Write facilitator contact information on white board or flip chart paper
• Cue media