Welcome Message

As a facilitator/trainer at the VHA, you enable greatness in the people who do the important work of serving veterans across the country. Leading world-class training experiences is one of the ways you accomplish this mission.

We know that great facilitation doesn't happen by chance. Whether you're teaching a new content for the first time or you're a seasoned facilitator with hundreds of hours in front of the classroom, thorough preparation is the key to success. This guide contains everything you need to set yourself and your participants up for success.

Table of Contents

For questions or support beyond this document, you have the following resources available:

- Contact your dedicated support team, VA Care:
  - Click here to submit a support request.
  - Email - vacare@franklincovey.com
  - Phone – (801) 817-8770

- Click here to access the VHA All Access Pass Resource Page

VHA Work-Session Preparation

Preparation Checklist

THREE WEEKS IN ADVANCE OF THE WORK SESSION:

- If you are ordering participant materials, contact your FranklinCovey client engagement coordinator (CEC), Katherine Hunt-Ridley (katherine.huntridley@franklincovey.com). Your CSC will place the order and you will receive a separate order-confirmation email when your materials ship. This email will contain the order details and tracking numbers.

- If you are printing materials from the All Access Pass® portal, you will want to download these files and organize printing the materials prior to the work session. Click here for instructions on accessing participant materials as a facilitator or DLO admin.

  Alternatively, you may ask participants to access the materials themselves and either print their own copies or download to their own devices. Click here for instructions on accessing participant materials as a learner.

- Contact your CEC, Katherine Hunt-Ridley (katherine.huntridley@franklincovey.com) to get the appropriate prework email for your work session. Send the prework email to participants. In the email, they will find a link to the participants materials as well as any pre-work they can completed before coming to the session.

- Identify the virtual platform you'll use to deliver the training. Schedule the virtual room, date, and time for the work session. Send a calendar invite, including information on logging in to the virtual room, to all participants. For help with the LiveClicks platform, sign up for a live demo here. For support in preparing for Zoom, Teams, or another virtual platform, Contact Daniel Martin @ daniel.martin@franklincovey.com.

- Hold a pre-consult meeting with the appropriate organizational leader (see the Pre-Consult Questions suggested in the front of your Facilitator Guide for tips).

- Study your facilitator guide and the facilitator-certification videos in the All Access Pass thoroughly and carefully. Review the participant materials as well, in the form your participants will be using them—digital or physical. Be prepared to help participants navigate their materials. Great facilitation doesn't happen by chance—it takes diligent study and practice. **As a general guideline, we recommend you schedule at least one hour of preparation time for each hour of content delivered.** For questions about facilitating a certain content, reach out to your Implementation Specialist, Daniel Martin (daniel.martin@franklincovey.com). *To ensure ample time to help you prepare, please contact Daniel at least three weeks prior to your scheduled work session.*

VHA Work-Session Preparation

ONE WEEK IN ADVANCE OF THE WORK SESSION:

- Carefully review the work-session content, timeline, learning objectives for each section, and the activities designed to help participants achieve them.

- If you ordered physical participant materials, confirm the shipping date of the participant materials and ensure that you have all needed facilitation materials (see the “Overview of Materials” section).

- Create all polls in your delivery platform. Specifics on each of the polls are included in the facilitator script in this guide—and all polls are available in the Appendix for you to copy and paste into your platform polling tool before leading the work session.

- Review the Appendix of your content-specific Facilitator Guide for a summary of all small-group activities in the work session. Determine whether you will run them as breakouts or paired chats. More ideas on handling breakouts are found in the facilitation tips section in the front matter of this guide. For instructions on downloading your Facilitator Guide, click here.

- Plan your schedule in detail. Review how much time you’ll have for each section of the work session. Schedule breaks.

- Rehearse your delivery of the work session in your platform.

- Send a reminder email to participants, encouraging them to complete the prework before the work session. Pre-work for any content can be found from that content’s page in the All Access Pass Portal. Click on the *‘Facilitating’* tab, then scroll down to *‘Deploy in Your Organization’*. Click here for a video tutorial (begins at 1:30).

TWO DAYS IN ADVANCE OF THE WORK SESSION:

- Open your virtual meeting space. Test your virtual room setup, including camera, background, and sound system. Ensure all polls work correctly.

- Send a welcome email to participants with details about what to expect (start and finish time, location/ parkin or a reminder of log-in details, and your enthusiasm to partner with them in this learning experience).

THE DAY OF THE WORK SESSION:

- Open your virtual space at least 30 minutes before the scheduled start time.
- Test your computer and meeting space to ensure that the PowerPoint slides and videos are working properly.
- Have instructions ready for any participants who still need electronic material.
- About 10 minutes before the work session begins, display the title slide on the screen.
- As participants arrive, welcome them individually

POST-SESSION REPORTING

PARTICIPANT COUNT REPORTING

Thank you for choosing to become a facilitator of FranklinCovey content. We hope you will find our programs to be impactful and inspiring in addressing the most pressing issues facing your workforce today. As a friendly reminder, your Facilitator Agreement requires a participant or materials fee for each participant trained. If you are a current All Access Pass holder, your organization has already paid this fee for the passholders in your audience.

If your audience has individuals who are not covered by your current pass, and you require additional passholder seats, contact your FranklinCovey Client Partner to expand your pass.

If your organization does not have an All Access Pass, please complete the survey at https://www. surveymonkey.com/r/FC_Participant_Count for each work session you conduct to report the number of participants trained in that session. Please report each unique participant who attended the session or any portion of the session.

PARTICIPANT FEEDBACK REPORTING

On completion of the final module in this work session, post the participant survey link in chat and ask people to answer the questions before they sign off. The link to the survey is provided in the detailed facilitator script.

FACILITATOR FEEDBACK REPORTING

If you would like to provide feedback after completing a delivery, please share this link with your participants - https://www.surveymonkey.com/r/FC_P_Flexible_Platforms. This link is also available at the end of the detailed facilitator script in your ‘Facilitator Guide for Live Online Flexible Platforms’, found in your All Access Pass Portal.