

L&D Learning Plan

TIME	TOPIC	ACTIVITY	KEY POINTS / LEARNING OBJECTIVES	EQUIPMENT
5 min	Welcome / Intro		<ul style="list-style-type: none"> House keeping 1.5 session, aim to finish early if we can, but time to discuss if we need it Objectives, at the end of this session: <ul style="list-style-type: none"> Discuss how personal development has contributed to you achieving in your job role Contribute to a group understanding of each Telesales job role Brainstorm challenges and training solutions 	Flip chart with objectives written
10 min	Development match to goals	Group discussion	<ul style="list-style-type: none"> From the calendar invite, how has some personal development helped you achieve in your job role? Discuss as a group 	
20 min	Job definition	Group activity	<ul style="list-style-type: none"> Job definition Split group into teams of 2-3 people, different teams split up Visit each flip chart - document what the role of the title does <ul style="list-style-type: none"> Department name Department name Department name Review what's written with brief discussion of understanding 	X flip charts – already titled
30 min	Job challenges	Post-it note-brainstorm	<ul style="list-style-type: none"> "What challenges get in the way of you and your team going from good to great?" Individually write ideas on post-its of challenges After 5 minutes or so all put notes up on wall/window/white board to discuss briefly – put similar notes together 	Large post-it notes
1 hour	Solutions	Post-it brainstorm	<ul style="list-style-type: none"> "What solutions are needed for these challenges?" Group discuss what the "root cause" is for the challenges, especially if some are similar Group to decide one or more 'solutions' for this challenge Write a post it note with "solution" and the suggestion on top of the "problem" 	
1 hour 20 min	Check objectives and close		<ul style="list-style-type: none"> Any questions? Have we achieved objectives? Discuss how personal development has contributed to you achieving in your job role Contribute to a group understanding of each Telesales job role Brainstorm challenges and training solutions 	Flip chart with objectives written
1 hour 30 min	FINISH			

Facilitator Guide Example

RD Boyd



Facilitator Guide Example:

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