

Front 2 Back Grand Finale Agenda
October 16, 2001

| Time | Topic | Presenter |
|-------------|--|---------------------------------|
| 8:30 | Registration & Socializing | |
| | Coffee, etc. | |
| 9:00 | Welcome Back | |
| 5 min. | Intro to session | Katie |
| 5 min. | Introduction of facilitators <ul style="list-style-type: none"> • Explanation that the day will be co-facilitated | Donnelly |
| | Rules & Agreements | |
| | Why we are here <ul style="list-style-type: none"> • To demonstrate/celebrate our success • To learn from our experiences • To show our appreciation • To have fun! | |
| | Agenda overview | |
| 15 min. | Introduction of participants <ul style="list-style-type: none"> • "Talent Show" – sharing our talents with each other • Ice-breaker designed to unite LCs and presenters | Donnelly Katie |
| 9:25 | Celebration | |
| 10 min. | Introduce the idea of celebration <ul style="list-style-type: none"> • Why we celebrate | Anne |
| | Where we've been - recap of the effort involved <ul style="list-style-type: none"> • Greg's original idea for the course • Report course: <ul style="list-style-type: none"> ○ Numbers who attended ○ Built new skills ○ Developed a corresponding web tool ○ Information on what operating partners did to present the course ○ Provided a basic understanding of our work to all employees ○ How this supported SFA's standards | |
| 1 min. | Timeline with major milestones <ul style="list-style-type: none"> • Review steps leading to course delivery | |
| 15 min. | What we've accomplished - overview of Front 2 Back success <ul style="list-style-type: none"> • Intro to evaluations <ul style="list-style-type: none"> ○ Picture slideshow with swing music ○ Music: <i>Charleston Alley (CD 1, Track 11)</i> • Review of evaluation data <ul style="list-style-type: none"> ○ Presentation of participant evaluation data ○ Regions vs. headquarters, etc. | Sarah |
| 25 min. | Discussion of favorite memories/stories of the experience <ul style="list-style-type: none"> • Discussion at table groups, leading to large group (volunteers) • Facilitated large group discussion of favorite memories of the experience • LCs and presenters can share stories from their sessions • Facilitators will provide examples as a basis, keeping this positive | Donnelly Katie |
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| 10:15 | Break <i>Label tables "Presenter" or "LC" for next exercise.</i> | |
| 10:30 | Lessons Learned -- Organizational - <i>Distribute course outlines.</i> - <i>Distribute "Lessons Learned" worksheets.</i> | Katie |
| | Sit in small groups by role (presenters with presenters, LCs with LCs) | |
| 5 min. | Review course agenda and outline to remind presenters and LCs about the training session, setting the stage for Lessons Learned | |
| 5 min. | Presentation (with video clip) explaining the purpose and value for documenting lessons learned <ul style="list-style-type: none"> • Establish clear guidelines for this section, emphasizing organizational lessons learned and distinguishing this section from the "Your Experience" section that follows • Improving what we do, both by repeating our successes and identifying areas for development • Learning from experiences, which may take time | |
| 5 min. | Description of the criteria for lessons learned <ul style="list-style-type: none"> • Review things to consider • List things that went well, things we should repeat • Include "solutions" or suggestions | |
| 10 min. | Personal notes by participants | |
| 10 min. | Small group discussion of items listed (prioritization) | |
| 15 min. | Large group discussion of lessons | |
| | Collection of individual lessons learned sheets | |
| 11:30 | Lunch on your own | |
| 12:45 | Lessons Learned – Personal | Donnelly |
| 5 min. | Pop quiz (with bubble pens as prizes) | Katie |
| 5 min. | Re-introduce the idea of sharing talents with one another | |
| | Appreciation of each other <ul style="list-style-type: none"> • Highlight the lessons we learned from each other | |
| 15 min. | Small group discussions <ul style="list-style-type: none"> • Something I learned about logistics • Something I learned about facilitation • How I'll apply these in the future | |
| | <i>Distribute index cards for key lessons learned</i> | |
| 15 min. | Individuals submit their key personal "lesson learned" into a bag, from which selections are read to the large group | |
| 5 min. | Wrap-up with "Suggestions on how to live a happy and rewarding life" video | |
| 1:30 | Break - <i>Place credit books at tables.</i> - <i>Welcome "behind the scenes" individuals as they arrive. (Envelopes)</i> | |

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| 1:45 | Appreciation | |
| 5 min. | Appreciation for: <ul style="list-style-type: none"> • Presenters • LCs • “Behind the scenes” support | Anne |
| | Introduction of Greg/Candy | Anne |
| 15 min. | General Comments | Greg/Candy |
| 25 min. | Presentation of performance awards <ul style="list-style-type: none"> • Distribution of letters and clocks • Process: <ul style="list-style-type: none"> ○ One person reads alphabetical list of names ○ Individual visits with Anne/Greg ○ Individual receives award (envelope with letters), returns to seat | Anne/Sarah |
| | | |
| 2:30 | Closing | |
| 5 min. | Summary of day | Donnelly |
| 5 min. | Video presentation <ul style="list-style-type: none"> • “Suggestions for a happy and rewarding training program” show | Katie |
| | Closing | Donnelly |
| | | |