# Sample Agendas

You can deliver this program three ways: small group, one-on-one, or virtual.

*The suggested variations are included in the Activity Column. Schedule a 2-hour session for the one-on-one and the virtual session can be scheduled for 2.5 hours.*

**SMALL GROUP AGENDA**

**Timing: 3 hours**

|  | **Objective** | **Content** | **Activity** | **Participant Material** | **Time** |
| --- | --- | --- | --- | --- | --- |
| Start  | Welcome and Intro | Agenda, Setting Expectations, Session Guidelines, Parking Lot | Interactive discussion*One-on-one: Run as designed.**Virtual: Run as designed.* |  | **15 min** |
| 1. **Describe the purpose of the Bulloch training (WHY)**
	1. Describe your role in this initiative
	2. List the benefits of using the training to educate staff
	3. List the expectations of the Point-of-Sale training Program
		1. Describe the changes to the system using the comparison chart
		2. Describe the support available for Cashiers and Managers
		3. Describe the best practices for changeover of the POS system
 | * Role definition for this project
* Benefits of the training
* Expectations, changes to the system, support available, best practices for changeover
* The Bulloch training guided tour
 | * Interactive discussion using handouts and the Bulloch training

*One-on-one: Use the handout to engage the retailer in a dialogue, make it as personal as possible.**Virtual: Run as designed.**You can assign breaks as needed for one-on-one or virtual sessions.* | One handout which includes all the content from this objective | **15 min** |
| Conduct | **Bulloch Information Centre - Guided Tour** | * Actively use the Bulloch Information Centre
 | * Offer a very high-level guided tour with active practice and hands-on participation.
 | Each participant should have access to the site through a device. (PC, Tablet or phone) | **45 min** |
| **BREAK - 15 min** |

|  | **Objective** | **Content** | **Activity** | **Participant Material** | **Time** |
| --- | --- | --- | --- | --- | --- |
| Conduct | 1. **Consider how to use the training program materials (WHAT)**
	1. List and describe the training Program materials (including the Retailer Coaching Guide)
	2. Describe the design strategy of the training Program materials
	3. Describe how to use the training Program materials and in what order
	4. List the benefits and challenges of using the training Program materials for new users
 | * The training program and materials
* Design strategy
* Use of the program and materials
* Sample benefits and challenges of using the program materials
 | * Trainer manages the following discussions:
* **Bulloch Information Centre** – Discussion (5 min)
	+ Ask: “How would you walk through or present the eLearning Program and resource materials?”
* **Learning material design** – Worksheet Activity (5 mins)
* **Review how to use the training program materials** (5 mins)
	+ Walk through the Preparing Your Staff section of Site-Management-Guide (pages 22, 23 and 24)
* **Review the benefits & challenges for new users** (5 mins)

Trainer debriefs and provides feedback as needed.*One-on-one: Use the handout to engage the retailer in a dialogue and ask questions to check for understanding. Given this is like a one-on-one coaching, have the retailer simulate a conversation with their staff and you can provide constructive feedback to help them.**Virtual: Send the handout ahead of time. Engage the retailer(s) in an interactive discussion asking them to share ideas on how they will communicate this to their staff. Invite 2-3 retailers to use their own words to simulate a presentation with staff.**You can assign breaks as needed for one-on-one or virtual sessions.* | Distribute handout which includes all the content from this objective.Distribute handout to be used for Learning Material Design activity | **25 min** |

|  | **Objective** | **Content** | **Activity** | **Participant Material** | **Time** |
| --- | --- | --- | --- | --- | --- |
| Conduct | 1. **List ideas for introducing the training to staff (WHEN, WHERE, HOW)**
	1. List potential questions staff may have and discuss answers
	2. List potential challenges and discuss solutions
 | * Sample staff Q&As
 | * Small Group Brainstorm: potential questions staff may have and sample answers they would provide (5 min)
* Small Group Brainstorm: potential challenges staff may have and sample answers they would provide (5 min)
* Small Group Brainstorm: potential successes staff may have and how to encourage continued success (5 min)

*One-on-one: Run as designed.**Virtual: Run as designed.* | * Sample Staff Q&As
 | **20 min** |
| Wrap-Up | **Final Debrief and Conclusion** | NA | * Introduce next steps.
* Review that expectations were met and if not, follow-up actions to help meet those expectations
* Review objectives and confirm the program met those objectives
* Ask each person to share their number one key learning or outcome from the session that they will absolutely use going forward

*One-on-one: Run as designed.**Virtual: Run as designed.* |  | **15 min** |