

# **Participant Guide**

## **MODULE 1 – DOIS Overview**

### **Introduction**

This module serves as an introduction to DOIS for Facilitators. This module includes a discussion of the course agenda, course objectives, ground rules, and participant expectations.

### **Target Skills**

Upon completion of this module, you will be able to:

- Describe DOIS;
- Discuss the course agenda;
- Identify the course objectives and participant expectations of this course;
- Discuss the roles and responsibilities of a DOIS Facilitator.

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### **Outline for Module 1**

<b>Day One</b>	• Course Overview	30 minutes
	• DOIS Facilitator Roles and Responsibilities	15 minutes



**MODULE 2 – Presentation Skills**

**Introduction**

In this module, you learn about characteristics of your audience in a tutorial on adult learning. Then, you focus on how to improve the delivery of training in an activity-based lesson on presentation skills.

**Target Skills**

Upon completion of this module, you will be able to:

- Identify characteristics of good presentations;
- Discuss characteristics of adult learners;
- Demonstrate effective presentation skills, including strong vocal and physical characteristics;
- Understand/use visual aids.

**Outline for Module 2**

<b>Day One</b>	• Favorite Topic Presentations	15 minutes
	• Adult Learning Concepts	45 minutes
	• Presentation Skills	1 hour

**Understanding your Audience**

There are four key questions to ask yourself in order to better understand your audience. Take a few minutes to write down your answers to the following questions.

*1. Who are they?*

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*2. Why do they need to learn about DOIS?*

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*3. How are they going to use what they learn about DOIS?*

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*4. How much do they already know about DOIS?*

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**MODULE 3 – Effective Facilitation and Coaching**

**Introduction**

In this module, you discuss and practice facilitation and coaching skills, and then you reflect on your training experiences and identify effective ways to apply these skills.

**Target Skills**

Upon completion of this module, you will be able to:

- Discuss the importance of focusing on other people when communicating;
- Demonstrate effective facilitation skills: managing class participants and leading discussion/debriefs;
- Demonstrate effective coaching skills: active listening, guiding the learning process, managing participant frustrations, and providing feedback;
- Discuss how to coach a group of people with different skill levels to achieve a common goal;
- Discuss the importance of identifying others' strengths and weaknesses;
- Explain business simulation;
- Use available Performance Support [DOIS Computer Based Training (CBT), Quick Reference Guide, and DOIS On-Line Help].

**Outline for Module 3**

<b>Day One</b>	• The I's Have It!	15 minutes
	• Effective Facilitation and Coaching	2 hours 45 minutes
	• Coaching Activity	15 minutes
	• What Did You Learn?	30 minutes







**MODULE 4 –Team Facilitation Lab**

**Introduction**

The focus of this first Facilitation Lab is to help you feel more comfortable speaking to an audience. You conduct this activity in teams of two participants so that you can practice using presentation skills in a risk-free environment. You act as DOIS Facilitators to present a module from an assigned DOIS training course in order to develop your presentation skills.

**Target Skills**

Upon completion of this module, you will be able to:

- Discuss the purpose, procedures, and DOIS Facilitator’s role in the Facilitation Lab;
- Demonstrate proficiency and comfort in your delivery of DOIS training materials;
- Demonstrate effective presentation skills, including strong vocal and physical characteristics.

**Outline for Module 4**

<b>Day One</b>	<ul style="list-style-type: none"> <li>• Instructions for Completing the Team Facilitation Lab</li> </ul>	1 hour
<b>Day Two</b>	<ul style="list-style-type: none"> <li>• Team Facilitation Lab Activity</li> </ul>	2 hours 30 minutes

## **Topic 4.1 Instructions for Completing the Team Facilitation Lab**

### **Introduction**

This section contains information about your roles, instructions for the Facilitation Lab, the feedback process, and the supplies you have available to you during the activity.

### **Your Roles During the Facilitation Lab**

During the next two hours, you will be acting in one of three roles. You will either be a:

- *DOIS Facilitator* – This is your role when you are facilitating DOIS training course material.
- *DOIS End User* – This is your role when you are part of the audience during a Facilitation Lab. You are expected to be active participants who pay attention and involve yourselves in the Facilitation Lab activities and discussions.
- *Feedback provider* – This is your role when other participants are giving their presentations. During certain presentations, you are asked to fill out feedback forms on other participants instead of acting as a DOIS End User.

### **Instructions**

During this first Facilitation Lab:

- You present in teams of two participants. (This is to help you feel more comfortable speaking to an audience.)
- You should focus on developing your presentation skills. (These presentation skills include your use of eye contact, arm movement, stationary feet, vocal projection, and visual aids.)
- Your team should present for a total of 15 minutes. (Your team should divide the assigned topic into two parts of equal length. Each participant should present for approximately seven minutes.)

The instructions for the Facilitation Lab are as followed:

1. The instructor divides you into teams of two participants.
2. Then, the instructor assigns a section from a DOIS training course to each team. Each of these sections is 15 minutes in length.
3. The teams have 10 minutes to prepare their presentations. During this time, you should divide your assigned topic into two equal parts so that each participant can present for approximately seven minutes. Each participant, acting as a DOIS Facilitator, presents one at a time. However, you should help one another so that each of you feels comfortable speaking in front of the class.
4. During your preparation time, the instructor distributes feedback forms to the entire class. You rotate the role of completing these forms because only five participants fill out forms during one presentation. The feedback forms are discussed in more detail in the next section.
5. When a Facilitation Lab begins, the first DOIS Facilitator team presents their assigned material. The rest of the participants act as DOIS End Users or feedback providers.

6. After six minutes, I will hold up a One Minute Remaining sign indicating that the presenter has one minute left to finish presenting their section.
7. When the seven-minute time limit has passed, I hold up a No Time Remaining sign indicating that no time is left.
8. After this first presentation, there is a feedback session between the instructor and the DOIS Facilitator team who just presented. This feedback session takes place outside the training room.
9. As that feedback session occurs, the second instructor continues the Facilitation Lab with the next team.
10. Then the instructor in the training room conducts a feedback session outside the training room with this second DOIS Facilitator team.
11. Steps five through eight are repeated until each DOIS Facilitator team has presented their assigned section of the DOIS training material.

### **The Feedback Process**

There are two different ways that feedback occurs in this activity. These two different feedback methods are outlined below:

- Feedback forms
  1. There are five participants who complete feedback forms to evaluate the DOIS Facilitators who are presenting. The set of five participants who fill out these forms rotates for each presentation. During the activity preparation time, the instructor notifies participants which presentations they are evaluating.
  2. The feedback forms ask participants to evaluate the DOIS Facilitator's use of presentations skills, including their use of eye contact, arm movements, stationary feet, vocal projection, and visual aids.
  3. The instructor collects these forms from participants after the presentation they evaluated. The instructor and DOIS Facilitators discuss these forms during the one-on-one feedback session that is discussed next.
- One-on-one feedback session
  1. After a DOIS Facilitator team presents, one of the instructors collects the feedback forms.
  2. Then, the instructor takes the DOIS Facilitators who just presented outside the training room to discuss individual learning points. This discussion is based on instructor feedback and the feedback forms that five of the participants completed.
  3. The DOIS Facilitators begin the session by verbally assessing what they think they did well and how they think they can improve their presentation skills.
  4. Next, the instructor and the DOIS Facilitators discuss the feedback forms.
  5. Lastly, there is a discussion about what the instructor observed. This should cover both the strengths exhibited by DOIS Facilitators and their areas for development.

### **Supplies for the Facilitation Lab**

During the Facilitation Lab, you have access to:

- A Liquid Crystal Display Projector (LCD) for PowerPoint presentations and DOIS projections on the screen;
- A computer to demonstrate DOIS and run the PowerPoint presentation;
- Rip-charts to document and guide discussions;
- The appropriate DOIS training course Facilitator Guide;
- The Training Management Guide.

### **Preparation Time**

After meeting your team member, you have approximately 45 minutes to prepare for your presentation. During this time, focus on the following:

- Review your assigned material to present;
- Decide how to divide the material into two equal parts and figure out who will present which half of the material;
- Discuss how you are going to create a smooth transition between the sections;
- Discuss how you and your team member are going to organize the presentation (who will use the computer to advance through the PowerPoint slides, how will you help your teammate if they become uncomfortable while presenting);
- Review the presentation skills we discussed on Day One.

## **Activity 4.2 Team Facilitation Lab**

### **Introduction**

This section details the format for the Team Facilitation Lab. The instructions for the activity are listed in the previous section.

### **Format**

These are the steps used in the Team Facilitation Lab.

1. The instructor gives you an additional 15 minutes to prepare on the morning of Day Two.
2. During this time, the instructor distributes the feedback forms and tells you which presentation to evaluate.
3. After the preparation time is over, the first DOIS Facilitator team begins the Facilitation Lab.
4. After six minutes, the instructor will hold up a One Minute Remaining sign indicating that the presenter has one minute left to finish presenting their section.
5. When the seven-minute time limit has passed, the instructor holds up a No Time Remaining sign indicating that no time is left.
6. Then the next participant in that DOIS Facilitator team begins their seven-minute presentation.
7. After six minutes, the instructor will hold up a One Minute Remaining sign indicating that the presenter has one minute left to finish presenting their section.
8. When the seven-minute time limit has passed, the instructor holds up a No Time Remaining sign indicating that no time is left.
9. After this first presentation, there is a one-on-one feedback session outside the training room between the first DOIS Facilitator team and one of the instructors.
10. As that feedback session occurs, the second instructor continues the Facilitation Lab with the next team.
11. The Facilitation Lab is finished when all DOIS Facilitator teams have presented and received feedback.



**MODULE 5 – Individual Facilitation Lab**

**Introduction**

In this module, you practice delivering DOIS training in this Individual Facilitation Lab. The focus is for you to practice using facilitation and coaching skills. In addition, you facilitate a section of DOIS training on your own instead of in teams of two participants.

**Target Skills**

Upon completion of this module, you will be able to:

- Discuss the purpose, procedures, and DOIS Facilitator’s role in the Facilitation Lab;
- Demonstrate proficiency and comfort in their delivery of DOIS training materials;
- Demonstrate effective facilitation skills: managing class participants and leading discussions/debriefs;
- Demonstrate effective coaching skills: active listening, guiding the learning process, managing participant frustrations, and providing feedback;
- Demonstrate effective presentation skills, including strong vocal and physical characteristics;
- Identify strengths and/or areas for development in presentation, facilitation, and coaching skills upon which they would like to focus.

**Outline for Module 5**

<b>Day Two</b>	• Instructions for Completing the Individual Facilitation Lab	15 minutes
	• Individual Facilitation Lab Activity	2 hours 45 minutes
	• Debrief: What Did You Learn?	15 minutes

## **Topic 5.1 Instructions for Completing the Individual Facilitation Lab**

### **Introduction**

This section reminds you of your roles during the activity, provides instructions for the Individual Facilitation Lab, outlines the feedback process, and lists the supplies you have available to use during the activity. There are many similarities between this Facilitation Lab and the one you completed in the previous module. However, the main difference is the focus of this activity. In this Facilitation Lab you deliver DOIS training individually while concentrating on developing your facilitation and coaching skills.

### **Instructions**

During this first Facilitation Lab:

- You present individually.
- You should focus on incorporating the development of your facilitation and coaching skills with your presentation skills. (We discussed these skills on Day One.)
- Your presentation should last for approximately 10 minutes.

Refer to the steps below for a more detailed list of instructions.

1. The instructor assigns each participant a topic from a DOIS training course. Each of these topics should take about 10 minutes to present.
2. You have 10 minutes of preparation time. During this time, you should familiarize yourself with the content of your assigned section. In addition, you should remember to think about ways to incorporate facilitation and coaching skills into your presentation.
3. During your preparation time, the instructor hands out feedback forms that are similar to those used in the previous Facilitation Lab. The forms for this activity ask participants to evaluate facilitation and coaching skills in addition to presentation skills.
4. After the preparation time is over, the first DOIS Facilitator begins the activity by delivering their assigned section of training material.
5. After nine minutes, the instructor will hold up a One Minute Remaining sign indicating that the presenter has one minute left to finish presenting their section.
6. When the 10-minute time limit has passed, the instructor holds up a No Time Remaining sign indicating that no time is left.
7. When this first DOIS Facilitator is finished, the instructor collects the feedback forms from the participants who filled them out for that particular presentation.
8. Then, the instructor and the first DOIS Facilitator conduct a one-on-one feedback session outside the training room. They discuss the feedback forms, the DOIS Facilitator's impressions of their own presentation, and the instructor's feedback on the strengths of the presentation, and areas for development.
9. While one instructor conducts this feedback session, the other instructor continues the activity by having the next DOIS Facilitator begin presenting their section.
10. Steps five through seven are repeated until all participants have had a chance to present.

### **The Feedback Process**

The feedback process is the same as it was during the Team Facilitation Lab. There are two different ways that feedback occurs. As a reminder, the process is outlined below.

- Feedback forms
  1. There are five participants who complete feedback forms to evaluate the DOIS Facilitators who are presenting. The set of five participants who fill out these forms rotates for each presentation. During the preparation time, the instructor notifies participants which presentations they are evaluating.
  2. The feedback forms ask participants to evaluate the DOIS Facilitator's use of presentations skills, including their use of eye contact, arm movements, stationary feet, vocal projection, and visual aids.
  3. The instructor collects these forms from participants after the presentation they evaluated. The instructor and DOIS Facilitators discuss these forms during the one-on-one feedback session that is outlined below.
  
- One-on-one feedback session
  1. After a DOIS Facilitator team presents, one of the instructors collects the feedback forms.
  2. Then, the instructor takes the DOIS Facilitators who just presented outside the training room to discuss individual learning points. This discussion is based on instructor feedback and the feedback forms that five of the participants completed.
  3. The DOIS Facilitators begin the session by verbally assessing what they think they did well and how they think they can improve their presentation skills.
  4. Next, the instructor and the DOIS Facilitators discuss the feedback forms.
  5. Then, there is a discussion about what the instructor observed. This should cover both the strengths exhibited by DOIS Facilitators and the areas for development.

### **Supplies for the Facilitation Lab**

During the Facilitation Lab, you have access to:

- An LCD projector for PowerPoint presentations and DOIS projections on the screen;
- A computer to demonstrate DOIS and run the PowerPoint presentation;
- Rip-charts to document and guide discussions;
- The appropriate DOIS training course Facilitator Guide;
- The Training Management Guide.

### **Preparation Time**

After the instructor assigns you your presentation topic, you have time to prepare for your presentation. During this time, focus on the following:

- Review your assigned material to present;

- Decide which facilitation and coaching skills best apply to your assigned material;
- Think about how you are going to organize your presentation (for example, using the computer to advance through the PowerPoint slides);
- Review the facilitation and coaching techniques we discussed on Day One.

## **Activity 5.2 Individual Facilitation Lab**

### **Introduction**

This section details the format for the Facilitation Lab. The instructions for the activity are listed in the previous section.

### **Format**

These are the steps used in the Individual Facilitation Lab.

1. The instructor assigns you a presentation topic. You have 15 minutes to deliver the information in that topic.
2. The class has 10 minutes to prepare for their presentations.
3. During the preparation time, the instructor hands out the feedback forms and tells each participant which presentation to evaluate.
4. After the preparation time is over, the first participant scheduled to present, as a DOIS Facilitator, begins the Facilitation Lab.
5. After nine minutes, the instructor will hold up a One Minute Remaining sign indicating that the presenter has one minute left to finish presenting their section.
6. When the 10-minute time limit has passed, the instructor hold up a No Time Remaining sign indicating that no time is left.
7. After this first presentation, there is a one-on-one feedback session outside the training room between the first DOIS Facilitator and one of the instructors.
8. As that feedback session occurs, the second instructor continues the Facilitation Lab with the next presenter.
9. The Facilitation Lab is finished when all participants have presented and received feedback.

## **Module 5 Debrief: What Did you Learn?**

### **Introduction**

This activity allows you to identify specific presentation, facilitation, and coaching skills you would like to improve or which you think are important to use when facilitating DOIS training.

### **Instructions**

This debrief follows the steps listed below:

1. Everyone pulls their chairs into the center of the room to sit in a circle.
2. The instructor gives a nerf ball to one of the participants.
3. When you have the nerf ball you should share with the class the following information:
  - One thing you think you did well during your presentation;
  - One thing you would like to improve (this can be an area for development or a skill on which you are focusing, for example, making eye contact, speaking to an audience, or projecting your voice);
  - A specific way you can develop that skill.
4. After you are done sharing with the class, throw the nerf ball to another participant.
5. These steps are repeated until each participant has contributed to the discussion.



**MODULE 6 – Group Facilitation Lab**

**Introduction**

In this module, you work together as DOIS Facilitators to coordinate the facilitation of one entire training module. The course facilitator assigns which module the class is presenting. You all work together to create an effective presentation of DOIS training material. Each of you has 15 minutes to present one section of the module.

**Target Skills**

Upon completion of this module, you will be able to:

- Discuss the purpose, procedures, and the DOIS Facilitator’s role in the Facilitation Lab;
- Understand the preparation that needs to be completed prior to the delivery of training courses;
- Demonstrate proficiency and comfort in their delivery of DOIS training courses;
- Demonstrate effective presentation skills, including strong vocal and physical characteristics;
- Demonstrate effective facilitation skills: managing class participants and leading discussions/debriefs;
- Demonstrate effective coaching skills: active listening, guiding the learning process, managing participant frustrations, and providing feedback;
- Describe the importance of focusing on other people when communicating;
- Discuss trouble-shooting techniques;
- Discuss the questions, issues, and concerns about their role and responsibilities as DOIS Facilitators with one another.

**Outline for Module 6**

<b>Day Two</b>	<ul style="list-style-type: none"> <li>• Instructions and Planning Session</li> </ul>	1 hour 45 minutes
<b>Day Three</b>	<ul style="list-style-type: none"> <li>• A short planning session</li> </ul>	15 minutes
	<ul style="list-style-type: none"> <li>• Group Facilitation Lab</li> </ul>	4 hours
	<ul style="list-style-type: none"> <li>• Group Feedback Session</li> </ul>	1 hour 30 minutes

## **Topic 6.1 Instructions and Planning Session**

### **Introduction**

As a group, you have the rest of the afternoon to plan the presentation you will give on Day Three. Below are guidelines and instructions to help you use this time effectively. Read through all of the instructions before beginning the Planning Session.

### **Guidelines**

Use the following guidelines to help you plan the Facilitation Lab.

- Each of you has only 15 minutes to present your section of the material. If you do not finish in that amount of time, then the next participant has to continue with your material before presenting the next section.
- You should also be familiar with the material that comes before and after your section in case you have to facilitate some material that another DOIS Facilitator did not finish presenting.
- When you conduct your section of the Group Facilitation Lab, it is important to use some of the presentation, facilitation, and coaching techniques we discussed on Day One.
- Each of you should be comfortable with the content of the material you are facilitating. The more comfortable you are with the content, the easier it will be for you to use the presentation, facilitation, and coaching skills we discussed on Day One.
- In order to help the audience focus on the content of the training material, there should be smooth transitions between presenters. It should sound as though one person coordinated the Facilitation Lab.
- The Training Management Guide is a resource you have available to use when preparing to be a DOIS Facilitator. Review this guide when coordinating the Facilitation Lab. This helps you become familiar with its contents and how it can be used when planning to facilitate DOIS training.
- You should prepare an Agenda Rip-chart that outlines the order of presenters, the topics they are presenting, and the time each participant is expected to begin facilitating a section of the module. The Agenda should take into account the format of the Facilitation Lab. (You can find an outline of the format and procedures for the activity at the end of this section.)

### **Planning Session**

During the planning session, you should:

- Divide the DOIS training material into sections that can be facilitated by a participant for approximately 15 minutes each;
- Determine who is going to present each section;
- Create an Agenda Rip-chart listing the order of presenters, the topics they are presenting, and the time each participant is expected to begin facilitating a section of the module;
- Develop smooth transitions between each section so that it seems as though there is only one presenter;

- Organize the presentation (for example, determine who is going to use the computer to advance through the PowerPoint slides for each presentation);
- Become familiar with the content of your section and the sections that come before and after yours.

**Format**

The format for the Facilitation Lab is as follows:

- The first eight participants present;
- There is a 15 minute break;
- The next eight participants present;
- After that, you have a lunch break that lasts one hour.

## **Activity 6.2 Group Facilitation Lab**

### **Introduction**

In this Group Facilitation Lab, you practice delivering a section from a DOIS training course. This is your opportunity to incorporate all of the presentation, facilitation, and coaching skills we have discussed. You can also learn about what is involved in planning DOIS training and how to coordinate with other DOIS Facilitators to facilitate that training.

### **Guidelines**

Use the following guidelines to help you during the Facilitation Lab:

- Remember that each of you has only 15 minutes to present. If you do not finish in that amount of time, then the next participant has to continue with your material before presenting the next section.
- When you are not acting as DOIS Facilitators you are expected to be active participants who pay attention and involve yourselves in the Facilitation Lab activities and discussions.
- There is a group feedback session after the Facilitation Lab. Therefore, you should be aware of individual areas for development and improvement. You should also be attentive to the ways that other participants use facilitation skills. Think about what techniques were effective and what techniques were not as useful. These types of observations are discussed during the feedback session.

### **Instructions**

1. Before the Facilitation Lab begins on the morning of Day Three, there is a 15-minute planning session. This time should be used to clarify any questions you have about the format of the activity, the order of presenters, the transitions you use between presenters, and any other unresolved issues. During this time, one participant posts the Agenda Rip-chart at the front of the room.
2. The Facilitation Lab begins when the first participant, acting as a DOIS Facilitator, presents the first section of the training material.
3. After 14 minutes, the course facilitator holds up a sign indicating that the DOIS Facilitator has one minute left to finish facilitating that section.
4. When the 15-minute time limit has passed, the course facilitator holds up a sign indicating that no time is left and the next DOIS Facilitator should begin.
5. If the previous DOIS Facilitator did not finish presenting the material, then the next DOIS Facilitator should finish presenting that material before presenting the next section.
6. This process continues until all DOIS Facilitators have presented.

### **Supplies for the Facilitation Lab**

During the Facilitation Lab, you have access to:

- An LCD projector for PowerPoint presentations and DOIS projections on the screen;
- A computer to demonstrate DOIS and run the PowerPoint presentation;
- Rip-charts to document and guide discussions;

- The appropriate DOIS training course Facilitator Guide;
- The Training Management Guide.



**MODULE 7 – Course Wrap-up: Preparing to Facilitate**

**Introduction**

During this module, you discuss how to promote the use of DOIS. Then you review how to prepare to deliver the training courses using the deployment resources made available to you, such as the Training Management Guide. This module concludes with a discussion about any remaining questions or concerns you have about your roles and responsibilities as DOIS Facilitators.

**Target Skills**

Upon completion of this module, you will be able to:

- Understand the preparation that needs to be completed prior to the delivery of training courses;
- Discuss their questions, issues, and concerns about their role and responsibilities as DOIS Facilitators with one another.

**Outline for Module 7**

<b>Day Three</b>	• Deployment Resources	1 hour 15 minutes
	• Course Conclusion	45 minutes

