

Building Better Facilitator Guides



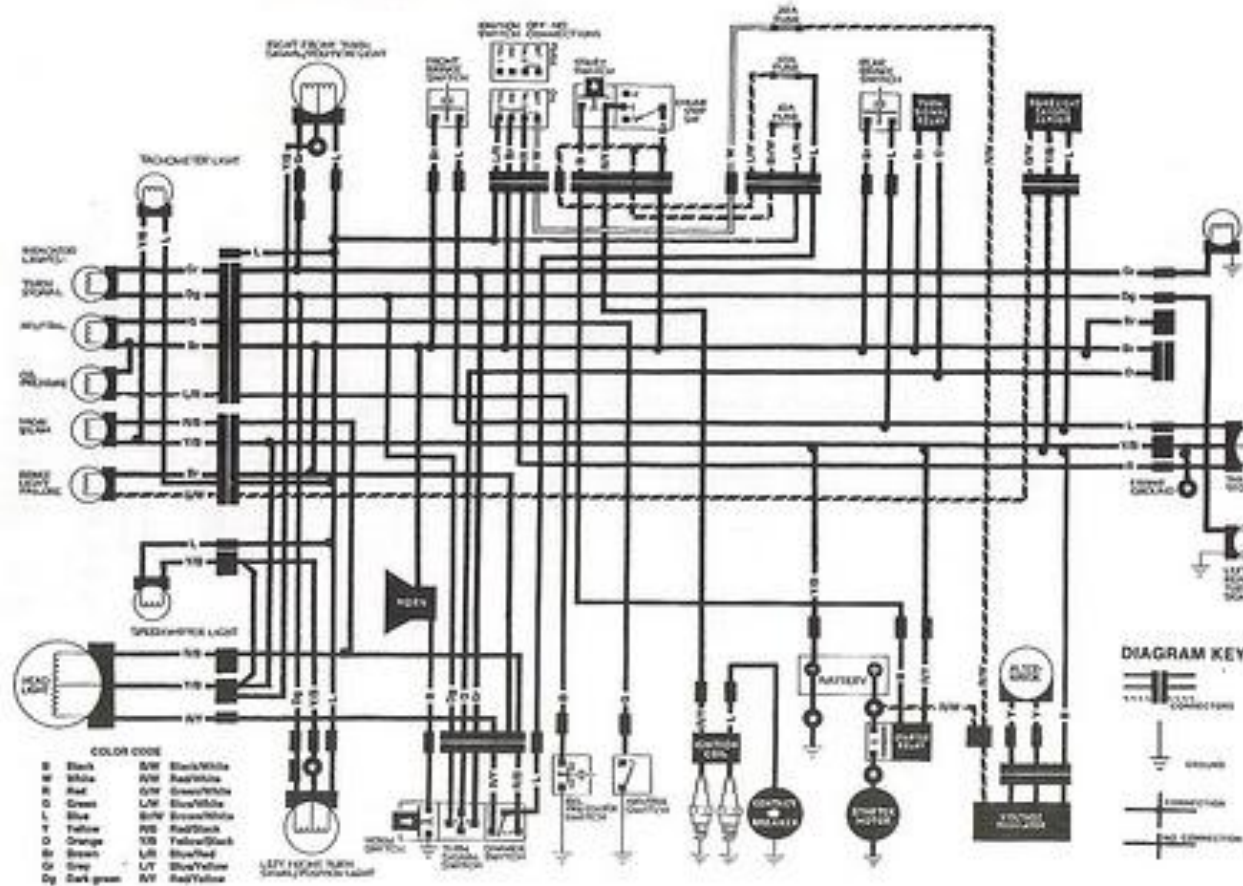
Presented by:
Steve Rosenbaum

Key Definitions

- **Facilitator Guide**
 - Directions for presenting, facilitating and coordinating instructor led training
 - Same as leaders guide, instructor guide or trainer guide
- **Participant Guide**
 - A collection of what the student will need or want during the training or as a take away
 - Same as participant workbook, student guide, employee guide, etc.



Most Facilitator Guides Are Too Confusing



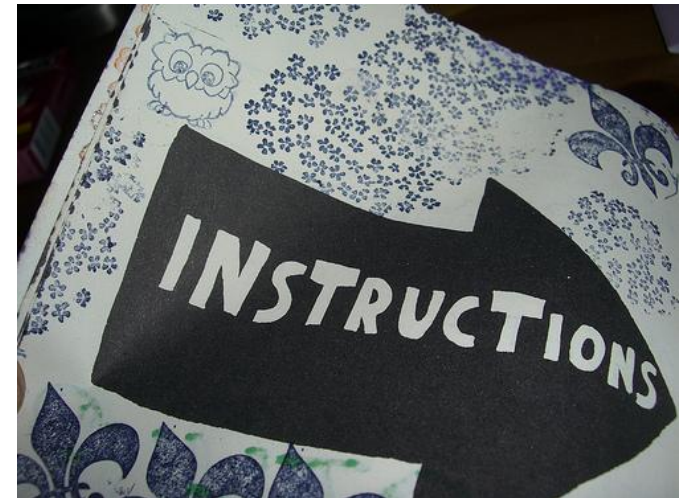
Criteria for a Great Facilitator Guide

1. Easy to Use
2. Easy to Build
3. Easy to Update and Maintain
4. Easy to Standardize



Easy to Use

- A single document
- No cross referencing
- Ample space for notes and examples
- Familiar format
- Helps managing class time



Easy to Build

- Familiar software
- Content is entered once
- Fits with highly interactive training
- Builds on design document



Easy to Update and Maintain

- Old versions convert with new software
- Changes can be automatically tracked
- Finished documents can be easily protected
- Old version can be quickly recognized and purged



Start with Common Software

- Microsoft Word for Documents
- Microsoft PowerPoint for Presentations
- PDF for Finals
- Everyone has them
- Most know how to use them
- No new investment
- Updates easily



1 Question Software Test

Can you generate an automatic table of contents?

Introduction

5 Minutes
8:30 – 8:35

1. Welcome participants.
2. Introduce yourself and the other facilitators. Include:
 - Your name(s)
 - Your background in the travel industry
 - Your expertise that qualifies you to teach this session
3. Describe your role as the facilitator.
4. Describe the participants' role.
5. Cover the following housekeeping issues.
 - Start and end times
 - Parking lot issues
 - Lunch and breaks
 - Smoking policy
 - Location of telephones and restrooms
 - Cell phones turned off
 - Sponsors

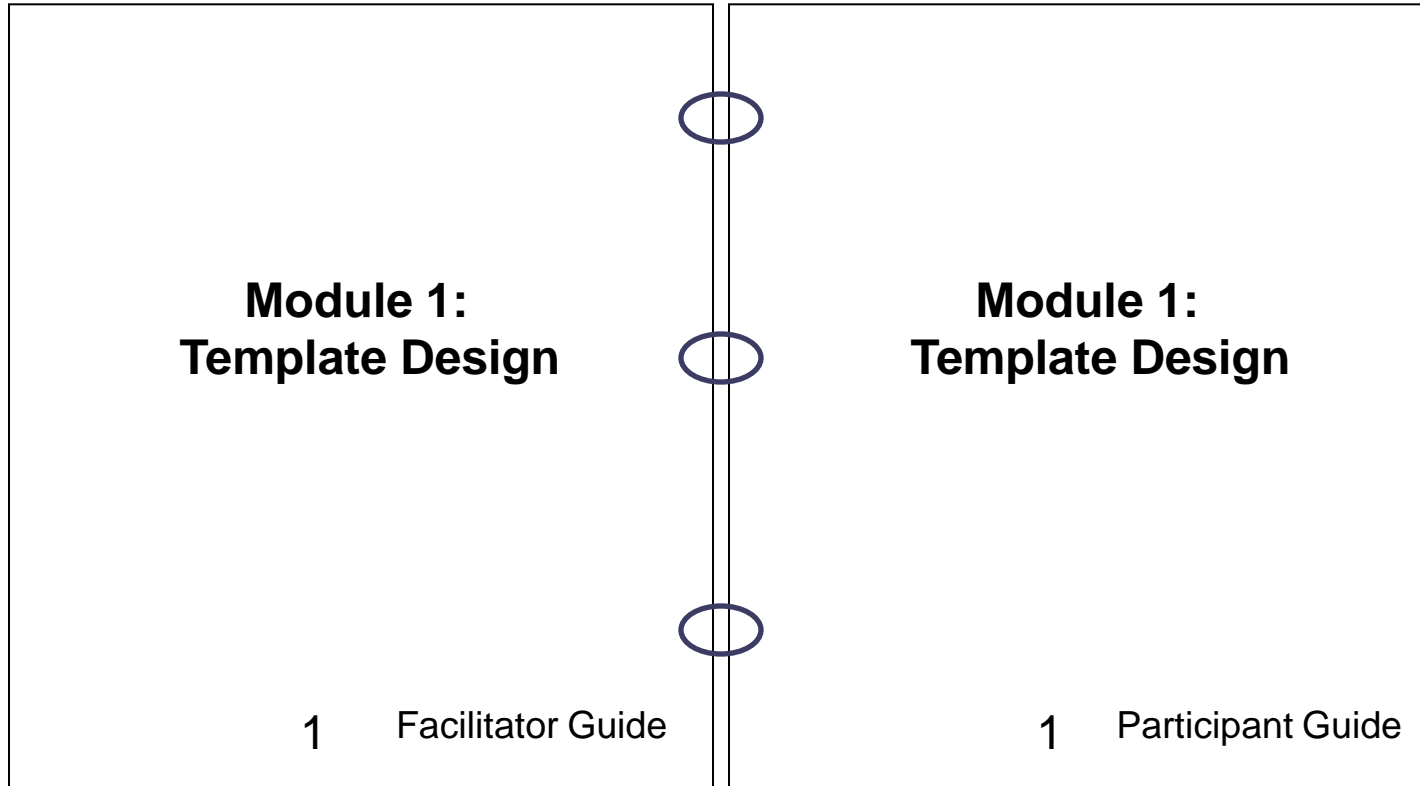
Introduction

Introduction

- ▶ Our Role
 - Guiding participants through the learning process
 - Providing insight and expertise
- ▶ Your Role
 - Actively involved in activities
 - Sharing best practices

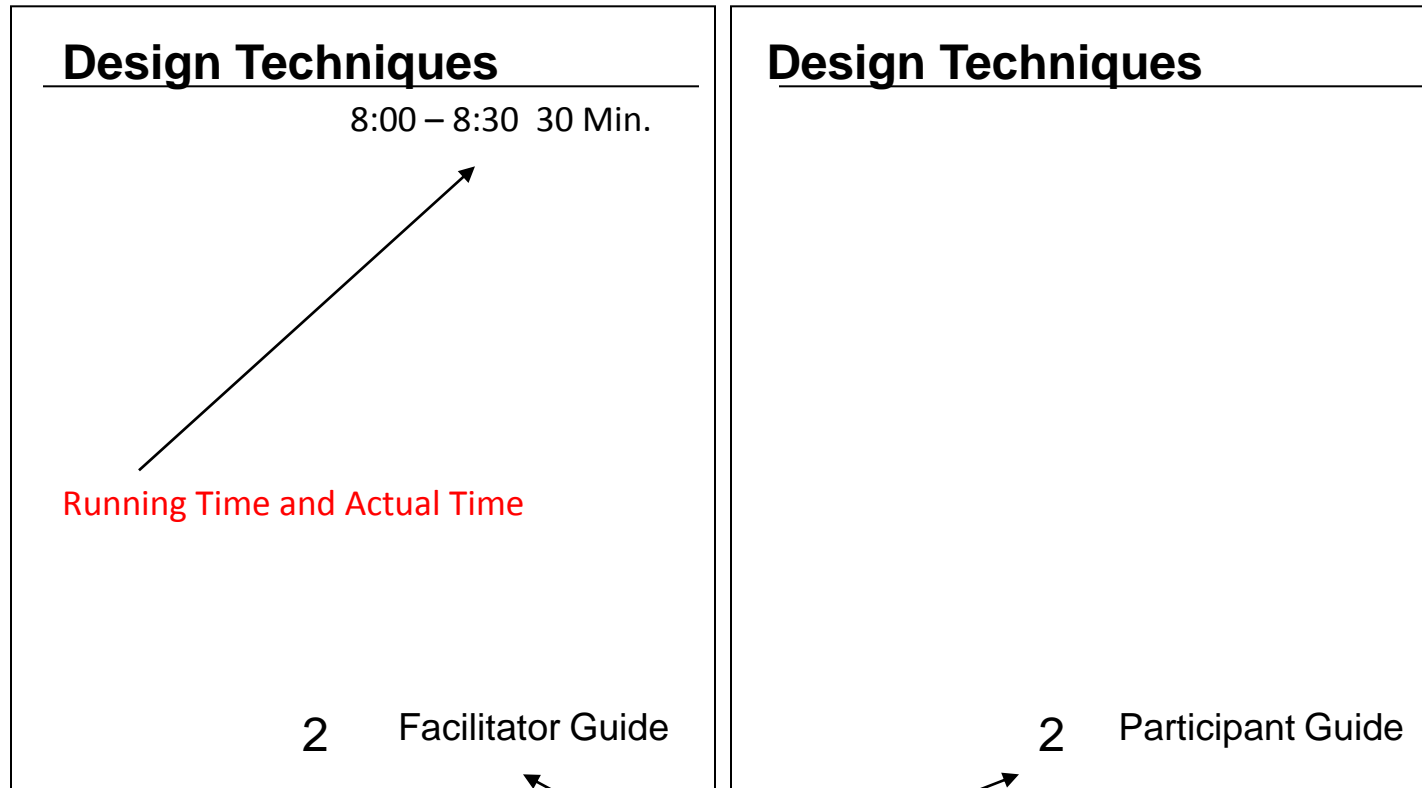
Notes:

Left and Right Hand Pages Match



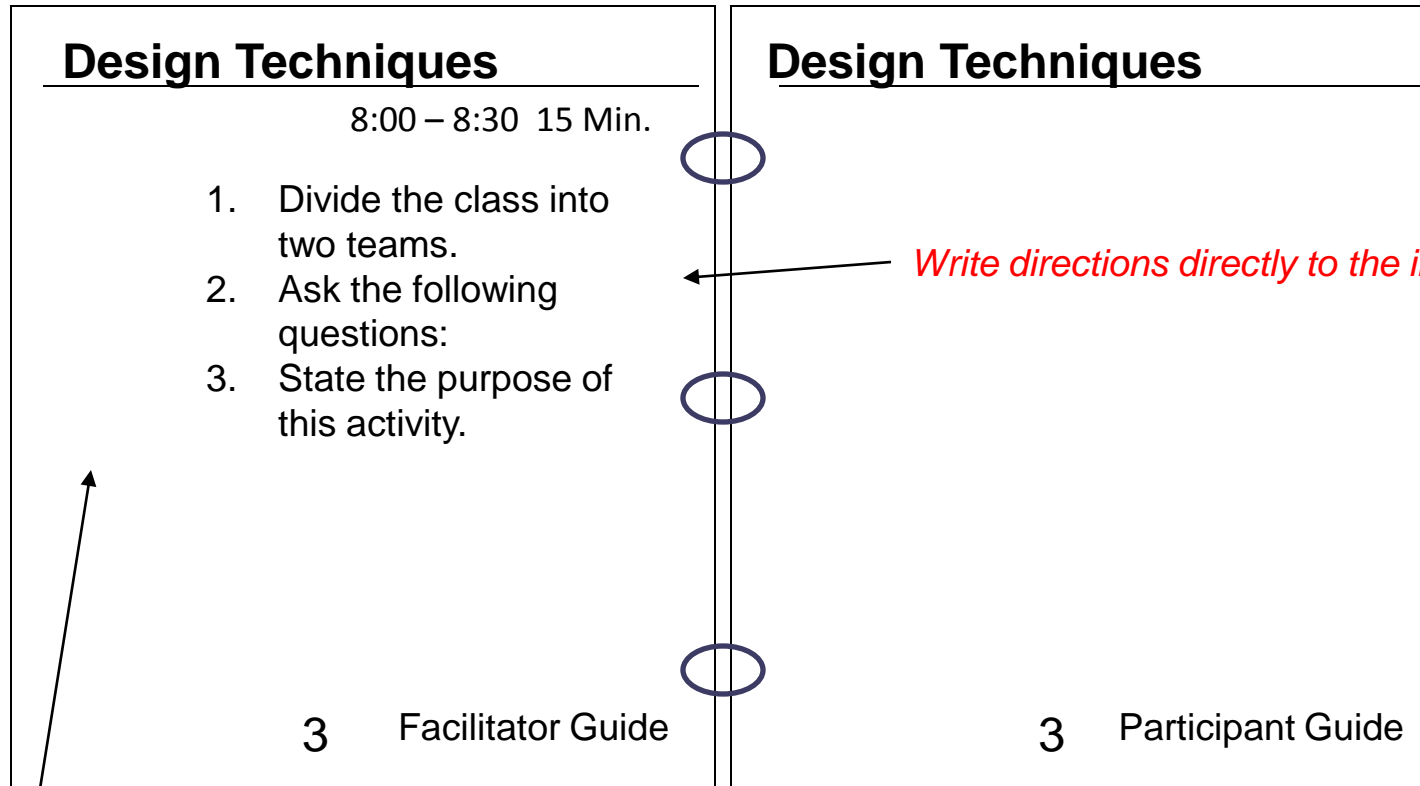
Headlines Match

Keep lessons or activities small so they fit on one or two pages.



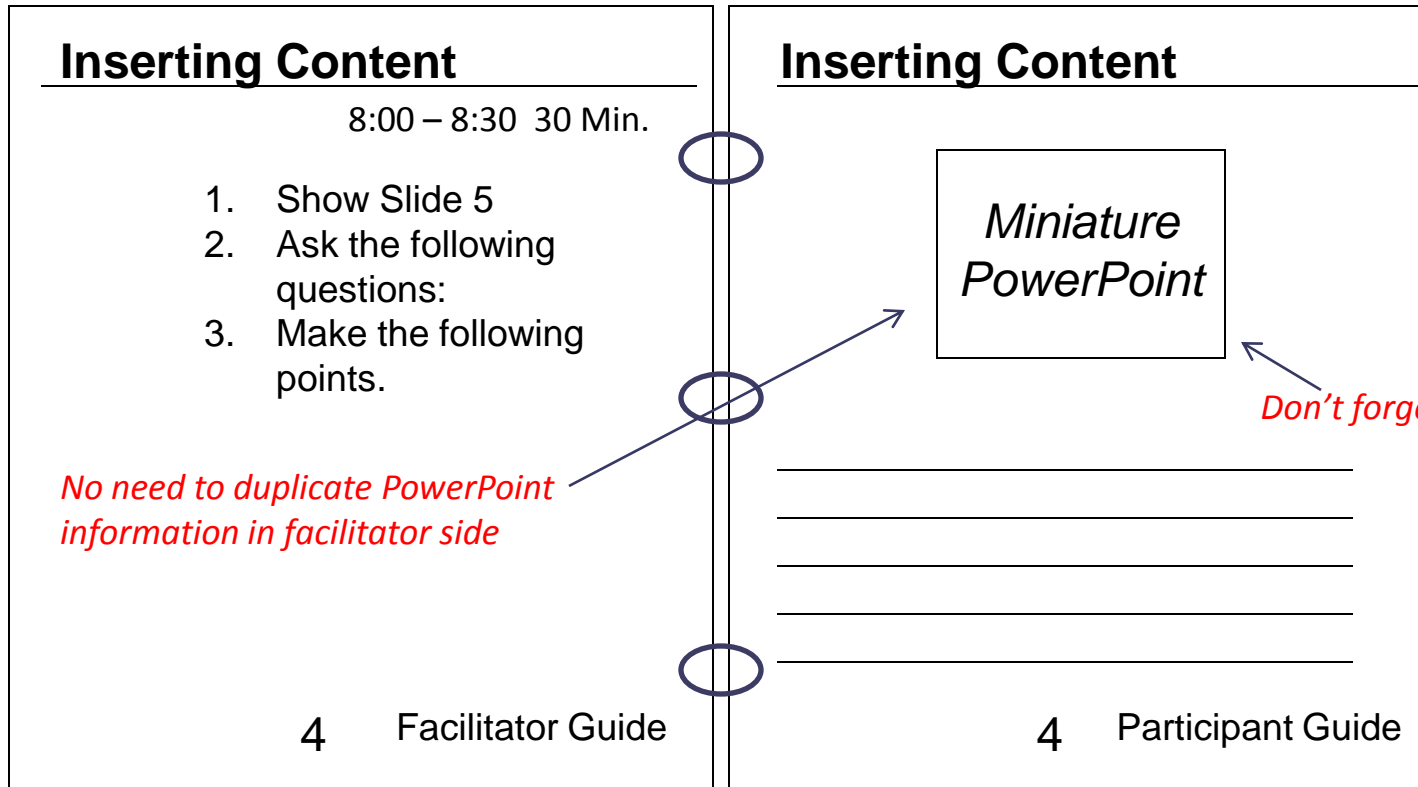
Footers match - Include date and version numbers

Left Side Instructions to Facilitator



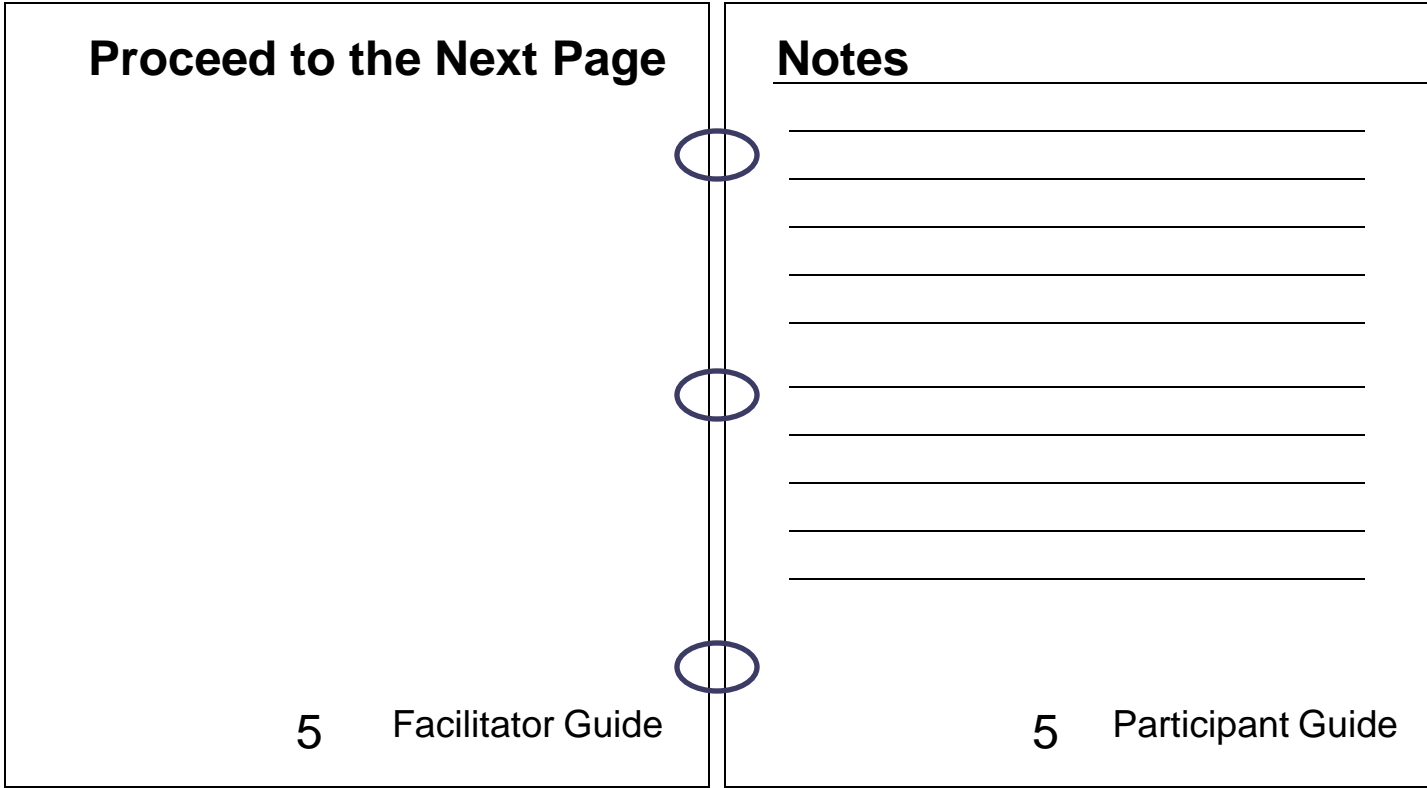
Large left hand margin for notes, examples, stories (1/3 page minimum)

Right Side Content and Activities for Participants



Participants always ask for the PowerPoints anyway so put them in the participant guide

Use these Pages to Keep Page Numbers Aligned



Production Hints

Producing a Facilitator Guide

10 Minutes
12:30 – 12:40

1. State that the final facilitator guide is produced in the printer.
2. Explain that even for the largest audience only a small number of facilitator guides need to be produced.
3. Walkthrough the production hints.
4. Ask, how do you think a table of contents will help you match up the pages?

(Possible answers)

- Computer does the pagination and matching
- Double checks on headline names and styles.

Facilitator Guide

1

Producing a Facilitator Guide

Production Hints

- Prepare Facilitator side and Participant side as separate documents
- Combine them by printing a two sided master
- Run tables of contents to make sure everything matches up

Notes:

Participant Guide

1

Instructional Design Tips

Instructional Design Tips

10 Minutes
12:30 – 12:40

1. Explain that a good instructional design easily transitions into this facilitator guide format.
2. Review the three design tips.
3. Ask, what do you think are the challenges using this facilitator guide design?
(Possible answers)
 - Unfamiliar with word
 - Everyone wants to do their own thing
4. Ask, how would you modify this template for your organization?

Facilitator Guide

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Instructional Design Tips

Instructional Design Tips

- › Divide training into smaller lessons or activities
- › Mirror the facilitator side in the design document
- › Create the participant side last

Notes:

Participant Guide

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Training Your Trainers

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