

# 52 Editable Workshop Packs With Lifetime Access.

Learn more about every resource and workshop pack you'll need to facilitate 52 training courses and workshops, expand the type of participants you can support, promote your workshops, maximize your sessions, and succeed as a trainer.

We start by offering a short summary of each of the 52 workshop packs available. We've broken these down into a number of distinct skill categories.

We also provide sample facilitator outlines and timings for each workshop that you can adapt as required.

# Leadership & Management.

- 1. <u>Core Management Excellence.</u> [Updated]: Strengthen key managerial competencies for planning, organizing, and decision-making. Onboard leaders quickly with stepwise training resources. Get our exact, repeatable workshop pack and content that has been facilitated all over the world!
- 2. <u>Delegation For Leadership Success.</u> [Updated]: Master the art of empowering others while maintaining accountability and results. Empower leaders to delegate effectively—no content creation required. This workshop pack + training course material template pack shows you exactly how we facilitate a delegation in leadership workshop, including all the workshop content you'll need!

- 3. <u>Driving Strategic Performance.</u> [Updated]: Align goals, metrics, and execution to deliver measurable organizational outcomes. Build lasting frameworks for growth and performance. In this pack, we share the secret to facilitating a workshop on strategic performance. Plus, we'll give you all the workshop content that is needed!
- **4. Leadership Mastery.** [Updated]: Build the essential skills to inspire, guide, and lead teams effectively in dynamic business environments. Develop effective leaders with dynamic, industry-proven resources. In this step-by-step set of leadership training materials, we'll show you how we turned the need to develop leadership skills into a one-day workshop so you can use it for your workshops too!
- **5.** Mastering Strategic Management. [Updated]: Explore proven approaches for analyzing, planning, and executing strategic initiatives. Build lasting frameworks for growth and innovation. In the last few years, we have seen a demand for workshops on strategic management skills. This workshop pack will show you how you can facilitate it. Plus, we'll provide you with the workshop content that you'll need.
- 6. <u>Running Effective Meetings</u>. [Updated]: Lead structured, outcome-focused meetings that engage participants and maximize productivity. Lead meetings that energize and deliver outcomes. Get everything you need to facilitate a meeting management skills workshop for your business, wherever you are!

- 7. <u>Strategic Decision Making In Action.</u> [Updated]: Apply structured frameworks to make informed, high-impact business decisions. Build lasting frameworks for growth and decision-making. This workshop pack + training content template pack gives you precisely what our customers use to facilitate a workshop on strategic decision-making skills whenever you want.
- 8. <u>Strategic Leadership Excellence.</u> [Updated]: Develop the mindset and tools to lead with vision and drive long-term organizational success. Drive high-level leadership and vision. This digital download and training content bundle pack provides you with the exact materials we use to develop and deliver our successful strategic leadership skills workshops.
- 9. The Power Of Leadership Influence. [Updated]: Learn how to gain commitment, shape perspectives, and drive results through influence. Quickly develop the ability to inspire and influence teams at every level. In this workshop pack, we provide you with the materials needed to facilitate a workshop on leadership influence, once and for all.

# Human Resources & People Development.

10. <u>Building Core Competencies.</u> [Updated]: Strengthen workforce skills aligned with organizational goals and future needs. Help teams build the right skills, every time. This workshop pack provides everything you need to help your team and clients consistently master competency development!

- 11. Conducting Job Analysis Effectively. [Updated]: Understand job roles and responsibilities to support HR planning and performance. Define roles clearly and optimize team structure. In the last 2 years, this workshop content has been in high demand. This original workshop pack will show you how to facilitate it, just as we do.
- 12. <u>Conducting Performance Appraisals</u>. [Updated]: Deliver structured and fair evaluations that motivate and develop employees. Facilitate review conversations that drive results. This pack provides you with the workshop content you need to facilitate a workshop on performance appraisal skills consistently.
- 13. <u>Conducting A Training Needs Analysis</u>. [Updated]: Identify skill gaps and design targeted development initiatives. Identify team skill gaps and build targeted workshops. Get our exact, repeatable training content and make the transition to facilitating workshops on training needs analysis skills today.
- 14. <u>Designing Meaningful Jobs.</u> [Updated]: Create job structures that balance organizational needs with employee satisfaction. Define roles clearly and optimize team design. In this job design pack, we share the content to make facilitating this workshop feel easy!
- 15. Effective Interviewing Strategies. [Updated]: Build interviewing techniques that ensure objective and reliable hiring decisions. Step-by-step resources for professional interviews. This workshop pack + training content template pack shows you exactly how you can facilitate a workshop on interviewing skills on demand whenever you want. Plus, you'll get all the workshop content that you'll need.

- 16. <u>Human Resource Management Essentials</u>. [Updated]: Gain a practical foundation in HR principles, policies, and best practices. Comprehensive content covering strategic HR planning, recruitment, selection, compensation, performance management, and training & development. This workshop pack + training content template pack gives you precisely what we use to go from thinking about facilitating HR workshops to doing it on repeat!
- 17. Motivating & Engaging Employees. [Updated]: Apply proven methods to increase motivation, satisfaction, and productivity. Unleash productivity with proven morale boosters. This workshop pack and training course material template pack provide you with the exact materials we use to facilitate a workshop on employee motivation skills.
- 18. Reducing Employee Absenteeism. [Updated]: Explore strategies to address absence challenges and improve workforce reliability. Implement effective solutions for higher workplace attendance. This workshop pack + template pack shows you exactly how we facilitate simple, successful workshops on reducing employee absenteeism. Plus, you'll get all the workshop materials that you'll need!
- 19. <u>Winning Recruitment Strategies</u>. [Updated]: Learn how to attract, assess, and select top talent effectively. Master hiring with professional interview schemes. This workshop pack and training content template pack provide everything we use to facilitate recruitment training workshops for managers!

# Organizational Development & Change.

**20.** <u>Achieving Business Excellence.</u> [Updated]: Apply proven models to drive continuous improvement and innovation. Shift teams to a culture of continuous improvement. Get exactly what we use to facilitate workshops on business excellence skills.

- 21. Effective Change Management. [Updated]: Learn strategies and tools to plan, manage, and sustain organizational change. Facilitate meaningful transformation and adaptation. Get our exact, repeatable workshop pack on change management skills and facilitate this workshop to develop the skills of your teams and clients quickly.
- **22.** Foundations Of Business Success. [Updated]: Build essential knowledge of business principles, functions, and practices. The essentials, ready to facilitate for emerging professionals. This is a digital download of our step-by-step workshop pack on business basics skills. Should you choose to facilitate this workshop pack, it's ready to download today!
- 23. Insights Into Organizational Behavior. [Updated]: Explore how individuals and groups behave within organizations. Facilitate healthier and more effective workplaces. This workshop pack + training course material template pack reveals our straightforward workshop on organizational behavior skills (and we'll show you how truly easy it can be to facilitate this workshop.)
- 24. <u>Leading Change With Impact.</u> [Updated]: Equip yourself to inspire and guide teams through times of transformation. Equip managers to inspire and guide teams through change. Get everything you need to facilitate a workshop on change leadership skills, whenever you want!
- 25. <u>Shaping Corporate Culture.</u> [Updated]: Foster values-driven cultures that enhance engagement and long-term success. Instill values and drive engagement at every level. This workshop pack + training course material template pack shows you exactly how to facilitate a workshop on corporate culture (without having to create any of the workshop content!)

- 26. <u>Tackling Organizational Challenges</u>. [Updated]: Address workplace issues with structured problem-solving and improvement methods. Solve operations problems before they escalate. This workshop pack + workshop content shows you exactly how our customers build and facilitate our successful issues in an organization workshop.
- 27. <u>Understanding Corporate Structures</u>. [Updated]: Gain insights into organizational design, systems, and governance. Master and modernize organizational frameworks. This workshop pack provides everything we use to facilitate workshops on corporate structure, including all the necessary content.

# Teamwork, Coaching & Collaboration.

# 28. <u>Building Strong Interpersonal</u>

<u>Connections.</u> [Updated]: Strengthen communication and relationships to improve workplace effectiveness. Strengthen communication and relationships with repeatable tools. This workshop pack + template pack gives you precisely what we use to facilitate workshops on interpersonal skills.

29. Coaching & Mentoring For Growth. [Updated]: Build skills to guide, develop, and support others toward success. Build transformation and growth cultures with ready-to-use content. This workshop pack + training course material template pack gives you our ready-to-facilitate workshop (and our instructor manual will show you how easy it can be to facilitate this workshop).

- 30. Facilitation Techniques For Leaders. [Updated]: Lead discussions, workshops, and meetings that drive meaningful outcomes. Instantly launch high-impact workshops with proven tools and instructor guides. This workshop pack + training course material template pack shows you exactly how we facilitate simple, successful facilitation skills workshop launches. We also provide all the workshop content that you'll need
- 31. <u>Harnessing Group Dynamics.</u> [Updated]: Understand and leverage team dynamics to improve collaboration. Recognize, manage, and leverage the power of team interactions. This workshop pack + template pack shows you exactly how we facilitate a workshop on group dynamics. We also provide you with all the workshop content that you'll need!
- **32.** <u>High-Performance Teamwork.</u> [Updated]: Build cohesive, motivated teams that achieve exceptional results. Engage groups in collaboration and trust-building exercises. In this step-by-step training pack, we'll show you how we facilitate a workshop on teamwork skills in no time. Plus, we'll give you the workshop content that you need so you can do it in your workshops too!
- **33.** Mastering 360° Feedback. [Updated]: Use multi-source feedback to develop people and enhance organizational performance. Run feedback programs that boost performance and engagement. You'll get our exact, repeatable workshop pack that has been successfully facilitated in companies all around the world, regardless of sector or size!
- 34. Resolving Conflicts Effectively. [Updated]: Manage workplace conflicts with constructive communication and negotiation. Resolve workplace disputes with confidence—works for groups of any size. In this workshop pack, we give you what you need to leverage a workshop to improve conflict resolution skills (even if your workshop groups are large or small).

# Customer Service, Sales & Marketing.

**35.** <u>Creating A Customer-Centric Mindset.</u> [Updated]: Learn to embed customer focus into organizational culture and practices. Instil service mindsets in every participant. This workshop pack and training course material template pack provide our exact, repeatable process for facilitating a workshop on customer focus skills.

### 36. Customer Relationship Management (CRM)

Mastery. [Updated]: Maximize customer value through effective CRM strategies and tools. Develop customer-centric teams with field-proven packs. This workshop pack is designed to help you develop the CRM skills you need to facilitate a one-day workshop.

#### 37. <u>Handling Customer Complaints</u>

**Professionally.** [Updated]: Turn challenges into opportunities by resolving complaints effectively. Enable participants to handle customer or employee complaints with professionalism and accuracy. This is a digital download that includes our step-by-step workshop pack. This is a ready-to-go solution. Plus, we'll give you all the workshop content that you'll need should you choose to facilitate it.

- **38.** Modern Marketing Mastery. [Updated]: Explore strategies to attract, retain, and grow customers in competitive markets. Complete workshop resources covering modern strategies. Get the exact workshop content we use to facilitate a marketing skills workshop.
- 39. <u>Negotiating With Confidence.</u> [Updated]: Gain tools to achieve mutually beneficial outcomes in business negotiations. Transform negotiation confidence. Get our exact, repeatable workshop content to facilitate a workshop on negotiation skills.

- **40.** Sales Success Training. [Updated]: Build confidence, persuasion, and skills to close more deals and drive sales. Handson conversion tactics for sales teams ready to use. This workshop pack + template pack gives you precisely what we use to facilitate a workshop on sales skills!
- 41. <u>Telesales Mastery.</u> [Updated]: Develop powerful techniques to sell and engage customers over the phone. Level up phone-based selling with authentic, practical workshops. Discover how we facilitate workshops on telesales skills and transform from thinking about offering workshops to becoming a trusted, recognizable brand that people love to follow. We also provide you with all the workshop content you'll need.

# Project, Quality & Performance Management.

# 42. <u>Benchmarking For Performance</u>

Improvement. [Updated]: Use benchmarking methods to compare, measure, and enhance results. Implement measurable standards for evaluating employee or team performance. In this pack, we show you how to leverage a workshop on performance benchmarking skills (even if your workshop group is large or small). We also provide you with all the workshop content that you'll ever need.

43. Essential Auditing Practices. [Updated]: Gain confidence in conducting effective financial and operational audits. Instil quality assurance in every aspect of your organization. This training content pack and workshop template pack provide you with the exact materials we use to start facilitating a workshop on quality auditor skills.

- 44. Project Management Excellence. [Updated]: Learn how to plan, execute, and deliver projects on time and within budget. Everything needed to deliver projects smoothly, from planning to wrap-up. This workshop pack and training course material template pack show you our exact, repeatable process for facilitating a workshop on project management skills. We also provide you with all the workshop content you'll ever need.
- **45.** Quality Management Fundamentals. [Updated]: Apply quality principles and tools to improve processes and outcomes. Instil quality assurance in every aspect of your organization. This workshop pack + training course material pack gives you exactly what our customers consistently use to create simple, successful workshops on quality management skills.

## Personal Effectiveness & Professional Skills.

- **46.** <u>Boosting Personal Productivity.</u> [Updated]: Learn methods to prioritize, focus, and achieve more every day. Unlock personal and team performance with easy facilitation. This pack gives you what we use to facilitate a workshop on personal productivity skills literally what you need to use!
- **47.** <u>Creative Problem Solving.</u> [Updated]: Use structured thinking to generate and evaluate innovative solutions. Facilitate creative thinking with hands-on activities. This pack gives you what we use to facilitate workshops on problem-solving skills.
- **48.** Managing Stress Effectively. [Updated]: Develop resilience and techniques to maintain performance under pressure. Help participants build resilience in fast-paced environments. In this pack, we provide everything you need to facilitate a comprehensive workshop on stress management skills.

- **49.** Organizing Work For Efficiency. [Updated]: Apply systems and tools to structure tasks and workflows effectively. Streamline processes for better results. This training course material + training content pack gives you what you need to facilitate workshops on the work organization (and we'll show you how truly easy it can be).
- **50.** <u>Powerful Presentation Skills.</u> [Updated]: Deliver confident, persuasive presentations that influence audiences. Transform public speaking and delivery, no matter prior experience. This workshop pack + training course material template pack gives exactly what we use to facilitate a workshop on advanced presentation skills (even if you do not have tons of experience!)
- **51.** <u>Professional Technical Report Writing.</u> [Updated]: Write clear, concise, and impactful reports for professional settings. Master the essentials of professional documentation and reports. Get our exact, repeatable workshop pack that we use in technical report writing skills workshops.
- **52.** <u>Time Management For Success.</u> [Updated]: Master techniques for organizing time and balancing competing priorities. Boost efficiency, keep projects and tasks on track. Get everything you need to facilitate a workshop on time management skills for your business, wherever you want!

# Yes! Give Me Instant Access To All 52 Workshop Packs

\*Each training course material pack can also be ordered individually. Order once, reuse forever.

# Leadership & Management.

# 1. Core Management Excellence. [Updated]:

Here's a comprehensive Facilitator's Guide for a 1-Day Intensive Workshop on Core Management Excellence, based on Oak Innovation's "Management Skills for New Managers" workshop pack.



# **Workshop Overview**

**Title:** Core Management Excellence – A 1-Day Intensive for New Managers

**Duration:** 6 - 8 hours (including breaks)

Target Audience: New and aspiring managers, team leads, HR professionals, and internal

trainers

Materials Provided: Editable PowerPoint slides, facilitator manual, participant workbook,

training games, icebreakers, and assessment tools

Cost: \$80 USD for lifetime access to the full pack (Oak Innovation)



# **(Solution 2)** Learning Objectives

By the end of this workshop, participants will:

- Understand core management principles and theories
- Apply systems thinking and contingency management to real-world scenarios
- Develop strategies for building and leading high-performance teams
- Gain confidence in transitioning from individual contributor to manager
- Recognize and address common challenges such as imposter syndrome

# **Workshop Structure**

#### **Module 1: Foundations of Effective Management (1 hour)**

**Objective:** Introduce core management principles and organizational structures.

- **Key Topics:** 
  - o Core roles of management within an organization
  - o Functions of management: planning, organizing, leading, controlling
  - o Organizational structure and span of control
- **Activities:** 
  - **Icebreaker:** "Manager or Leader?" Discussing the differences and overlaps.
  - **Group Discussion:** Analyzing different organizational structures and their impact on management

• Materials: PowerPoint slides, participant workbook, flip charts for group work.

#### **Module 2: Mastering Management Theories (1.5 hours)**

**Objective:** Explore the evolution of management thought and its practical applications.

#### • Key Topics:

- Scientific Management (Taylor)
- o Classical Approaches (Fayol, Weber)
- o Human Relations Theory and the Hawthorne Studies

#### Activities:

- o Case Study Analysis: Reviewing a real-world scenario (if available) through the lens of different management theories.
- Group Debate: Discussing the relevance of classical theories in modern organizations.
- Materials: PowerPoint slides, participant workbook, case study handouts.

#### **Module 3: Systems Thinking and Contingency Management (1.5 hours)**

**Objective:** Apply systems thinking and contingency management to address complex organizational challenges.

#### • Key Topics:

- o Systems thinking in management
- o Contingency approach to management
- o Adapting management styles to different situations

#### • Activities:

- Scenario Planning: Participants work in groups to develop management strategies for hypothetical situations.
- o **Role-Playing:** Practicing adaptive management styles in various scenarios.
- Materials: PowerPoint slides, participant workbook, scenario cards.

#### **Module 4: Building High-Performance Teams in the 21st Century (1 hour)**

**Objective:** Equip participants with strategies to build and lead effective teams.

#### • Key Topics:

- o Characteristics of high-performance teams
- o Strategies for team development and motivation
- o Managing team dynamics and resolving conflicts

#### • Activities:

- **Team Building Exercise:** Collaborative activity to demonstrate team dynamics.
- o **Group Discussion:** Sharing experiences and strategies for effective team leadership.
- Materials: PowerPoint slides, participant workbook, team-building materials.

# **\$\$** Facilitation Tips

- **Engagement:** Encourage active participation through discussions, Q&A sessions, and group activities.
- Adaptability: Be prepared to adjust the schedule based on participant needs and engagement levels.
- **Time Management:** Keep track of time to ensure all modules are covered within the day.
- **Support:** Provide additional resources or follow-up materials as needed to reinforce learning.

# Additional Resources

- Oak Innovation Blog: Explore free training guides and resources to enhance your facilitation skills. (Oak Innovation)
- Trainer's Ultimate Edition: Access a comprehensive library of 52 editable workshop packs for various topics. (Oak Innovation)

This facilitator's guide is designed to provide a structured approach to delivering the Core Management Excellence workshop, ensuring a comprehensive and engaging learning experience for all participants.

# 2. <u>Delegation For Leadership Success.</u> [Updated]:

Facilitator's Guide: 1-Day Intensive Workshop on Delegation for Leadership Success



This one-day intensive workshop is designed to empower leaders at all levels to delegate with confidence, enhance team performance, and foster accountability. Utilizing Oak Innovation's comprehensive Delegation for Leadership Success Workshop Pack, facilitators can deliver a structured, engaging, and impactful session.

# **Workshop Objectives**

By the end of this workshop, participants will:

- Understand the critical link between effective delegation and leadership success.
- Gain practical knowledge of accountability, authority, and responsibility.
- Develop confidence to delegate more—and delegate smarter.
- Learn tools to overcome common delegation barriers and misconceptions.

# **%** Materials Provided

The workshop pack includes:

- 65-slide PowerPoint deck
- 55-page participant workbook
- Instructor manual
- Training guides and assessments
- Interactive activities and exercises
- Marketing materials and action plans

All materials are fully editable, allowing facilitators to tailor content to their organization's needs.

# **(L)** Workshop Agenda

#### Session 1: Introduction to Delegation and Leadership

- **Duration:** 1 hour
- Activities:
  - Welcome and icebreaker
  - Overview of delegation in leadership
  - o Discussion on the relationship between leadership and delegation

#### **Session 2: Understanding Key Leadership Theories**

- **Duration:** 1.5 hours
- Activities:
  - o Presentation on leadership traits, styles, and best practices
  - o Group discussion on the importance of leadership qualities
  - o Case studies on leadership approaches

#### Session 3: The Functions and Responsibilities of Leadership

- **Duration:** 1 hour
- Activities:
  - Exploration of leadership misconceptions
  - Discussion on leadership best practices
  - Introduction to action-centered leadership

#### **Session 4: Effective Delegation Process**

- **Duration:** 2 hours
- Activities:
  - o Step-by-step guide to effective delegation
  - o Practical exercises on delegation techniques
  - o Role-playing scenarios (if available) to practice delegation skills

#### **Session 5: Overcoming Delegation Challenges**

- **Duration:** 1 hour
- Activities:
  - o Identification of common delegation barriers
  - Strategies to overcome these challenges
  - o Group discussion on personal experiences and solutions

#### Session 6: Action Planning and Wrap-Up

- **Duration:** 1 hour
- Activities:
  - o Development of personal action plans
  - Sharing of key takeaways
  - Feedback and closing remarks

# **\$\$** Facilitator Tips

- Encourage active participation through discussions and group activities.
- Utilize real-world examples to illustrate key concepts.
- Adapt the content to fit the specific needs and context of your organization.
- Foster an environment of trust and openness to facilitate learning.

# Additional Resources

- Oak Innovation's Delegation for Leadership Success Workshop Pack: <a href="https://www.oakinnovation.com/workshop-packs/delegation-in-leadership">https://www.oakinnovation.com/workshop-packs/delegation-in-leadership</a>
- Facilitation techniques and best practices: https://www.oakinnovation.com/facilitation-techniques

This workshop is ideal for internal trainers, L&D professionals, consultants, people managers, team leads, coaches, HR professionals, and learning strategists aiming to enhance leadership effectiveness through improved delegation skills.

# 3. <u>Driving Strategic Performance.</u> [Updated]: A

Here's a comprehensive Facilitator's Guide for a 1-Day Intensive Workshop on **Driving Strategic Performance**, leveraging Oak Innovation's workshop pack. This guide is designed to help facilitators deliver an engaging and impactful session.

# **©** Facilitator's Guide: 1-Day Intensive Workshop on Driving Strategic Performance

**Duration:** 6 hours (including breaks)

Audience: Managers, team leaders, HR professionals, and organizational development

specialists

Materials Needed: Projector, flip charts, markers, handouts, and access to Oak Innovation's

Strategic Performance Skills Workshop Pack (Oak Innovation)

# **Workshop Objectives**

By the end of this workshop, participants will be able to:

- 1. Understand the principles of strategic performance and its impact on organizational success.
- 2. Develop and implement effective Key Performance Indicators (KPIs).
- 3. Apply the Balanced Scorecard framework to align strategic objectives with performance outcomes.
- 4. Foster a culture of continuous improvement through strategic performance management.

### 31 Agenda Overview

Time	Activity	Description
09:00 - 09:30	Welcome & Icebreaker	Introductions and setting expectations.
09:30 – 10:15	Session 1: Introduction to Strategic Performance	Overview of strategic performance concepts.
10:15 - 10:30	Break	Short break.
10:30 – 11:30	Session 2: Developing Effective KPIs	Techniques for creating measurable and meaningful KPIs.
11:30 – 12:30	Session 3: Implementing the Balanced Scorecard	Step-by-step guide to applying the Balanced Scorecard framework.
12:30 - 13:30	Lunch Break	

Time	Activity	Description
13:30 – 14:30	Session 4: Driving Continuous Improvement	Strategies for fostering a culture of continuous improvement.
14:30 – 15:00	Group Activity: KPI Development Exercise	Hands-on activity to develop and present KPIs.
15:00 – 15:30	Group Activity: Balanced Scorecard Application	Practical application of the Balanced Scorecard in groups (discussion).
15:30 – 16:00	Wrap-Up & Q&A	Recap of key learnings and open floor for questions.

### **E** Session Details

#### **Session 1: Introduction to Strategic Performance**

- **Objective:** Introduce the concept of strategic performance and its significance.
- Materials: Slides from Oak Innovation's Strategic Performance Skills Workshop Pack
- Activities: Group discussion on current performance challenges and expectations.

#### **Session 2: Developing Effective KPIs**

- **Objective:** Teach participants how to develop KPIs that are Specific, Measurable, Achievable, Relevant, and Time-bound (SMART).
- Materials: KPI development templates and examples.
- Activities: Interactive exercise to create sample KPIs for various departments.

#### **Session 3: Implementing the Balanced Scorecard**

- **Objective:** Guide participants through the four perspectives of the Balanced Scorecard: Financial, Customer, Internal Processes, and Learning & Growth.
- Materials: Balanced Scorecard framework handouts.
- Activities: Case study analysis and group discussion on aligning strategic objectives with performance measures.

#### **Session 4: Driving Continuous Improvement**

- **Objective:** Explore strategies to foster a culture of continuous improvement within the organization.
- Materials: Continuous improvement models and success stories.
- Activities: Brainstorming session on implementing continuous improvement initiatives.

# **%** Facilitator Tips

- **Preparation:** Familiarize yourself with all materials in the Oak Innovation workshop pack prior to the session.
- **Engagement:** Encourage active participation through questions and group discussions.
- **Time Management:** Keep track of time to ensure all sessions and activities are covered.
- **Customization:** Adapt the workshop content to suit the specific needs and context of your organization.
- **Follow-Up:** Provide participants with additional resources and support post-workshop to reinforce learning.

### **Evaluation & Feedback**

- **Post-Workshop Survey:** Distribute a survey to gather participant feedback on the workshop's effectiveness and areas for improvement.
- **Action Plans:** Encourage participants to develop personal action plans based on the workshop learnings.
- **Follow-Up Session:** Consider scheduling a follow-up session to review progress and address any challenges encountered.

This facilitator's guide is designed to provide a structured approach to delivering the Driving Strategic Performance workshop, ensuring that participants gain valuable insights and practical tools to enhance organizational performance.

# 4. Leadership Mastery. [Updated]:

Here's a comprehensive Facilitator's Guide for a 1-Day Intensive Workshop on Leadership Mastery, utilizing Oak Innovation's Leadership Training Materials.

# **Solution** Facilitator's Guide: 1-Day Intensive Workshop on Leadership Mastery

**Duration:** 1 Day (6–7 hours)

Audience: Emerging and mid-level leaders, team leads, HR professionals, and L&D

facilitators

Materials: 80-slide PowerPoint deck, 52-page workbook, training games, icebreakers, and

activities

**Provided by:** Oak Innovation **Price:** \$80 (Oak Innovation)

# **Workshop Objectives**

By the end of this workshop, participants will:

- Understand the distinctions between leadership and management
- Explore various leadership styles, including transactional, transformational, and charismatic
- Apply McGregor's Theory X and Theory Y to real-world scenarios
- Develop skills in lateral leadership and influence
- Identify and address common leadership pitfalls
- Create an actionable personal leadership development plan

# Agenda Overview

Activity	<b>Materials Needed</b>
Welcome & Icebreaker	Icebreaker activity sheet
Session 1: Leadership vs. Management	Slides 1–15, workbook pages 1–5
Break	
Session 2: Leadership Styles	Slides 16–30, workbook pages 6–10
Lunch Break	
Session 3: McGregor's Theory X & Y	Slides 31–45, workbook pages 11–15
Break	
Session 4: Lateral Leadership	Slides 46–60, workbook pages 16–20
Break	
Session 5: Leadership Pitfalls	Slides 61–75, workbook pages 21–25
Wrap-Up & Action Planning	Slides 76–80, workbook pages 26–30
	Welcome & Icebreaker Session 1: Leadership vs. Management Break Session 2: Leadership Styles Lunch Break Session 3: McGregor's Theory X & Y Break Session 4: Lateral Leadership Break Session 5: Leadership Pitfalls

# 🗱 Detailed Session Breakdown

#### 1. Welcome & Icebreaker (30 mins)

- Objective: Foster a comfortable environment and encourage networking.
- Activity: Participants pair up and share their leadership experiences. After 5 minutes, each introduces their partner to the group, highlighting one leadership quality they admire.

#### 2. Session 1: Leadership vs. Management (1 hour)

- **Objective:** Clarify the differences between leadership and management.
- Content: Discuss the roles, responsibilities, and mindsets of leaders and managers.
- **Activity:** Group discussion on scenarios where leadership and management skills are required.
- Materials: Slides, workbook pages

#### 3. Session 2: Leadership Styles (1 hour 15 mins)

- **Objective:** Explore various leadership styles and their applications.
- **Content:** Overview of transactional, transformational, and charismatic leadership styles.
- **Activity:** Self-assessment quiz followed by group discussion on preferred leadership styles.
- Materials: Slides, workbook pages.

#### 4. Session 3: McGregor's Theory X & Y (1 hour 15 mins)

- **Objective:** Understand the implications of Theory X and Theory Y on leadership.
- **Content:** Discuss assumptions about employee motivation and their impact on leadership behavior.
- **Activity:** Case study analysis and role-playing to demonstrate the application of both theories.
- Materials: Slides, workbook pages.

#### 5. Session 4: Lateral Leadership (1 hour 15 mins)

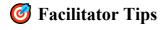
- **Objective:** Develop skills for leading without formal authority.
- **Content:** Introduction to lateral leadership and its importance in modern organizations.
- Activity: Group exercises on influencing peers and managing cross-functional teams.
- Materials: Slides, workbook pages.

#### 6. Session 5: Leadership Pitfalls (1 hour 15 mins)

- **Objective:** Identify common leadership challenges and strategies to overcome them.
- **Content:** Discussion on pitfalls such as micromanagement, lack of communication, and resistance to change.
- Activity: Brainstorming session on solutions and preventive measures.
- Materials: Slides, workbook pages.

#### 7. Wrap-Up & Action Planning (45 mins)

- **Objective:** Consolidate learning and create a personal leadership development plan.
- Activity: Participants reflect on key takeaways and set SMART goals for applying leadership skills.
- Materials: Slides, workbook pages.



- **Preparation:** Familiarize yourself with all materials beforehand to ensure smooth delivery.
- **Engagement:** Encourage participation through open-ended questions and group
- Flexibility: Adapt the agenda as needed to accommodate group dynamics and time constraints.
- Follow-Up: Provide participants with additional resources and support for ongoing development.

# **Additional Resources**

For more information or to purchase the Leadership Training Materials, visit Oak Innovation's website: https://www.oakinnovation.com

# 5. Mastering Strategic Management. [Updated]:

Here's a comprehensive Facilitator's Guide for a 1-Day Intensive Workshop on Mastering Strategic Management, based on Oak Innovation's Strategic Management Skills Workshop Pack. This guide is designed to deliver a dynamic, engaging, and practical learning experience.

# **Workshop Overview**

Title: Mastering Strategic Management

**Duration:** 1 Day (6–7 hours)

Format: Interactive, scenario-based learning with group activities and real-world

applications

Target Audience: Managers, team leads, HR professionals, and internal trainers Materials Provided: Instructor Manual, Slide Deck (62 slides), Course Workbook (63 pages), Training Games, Icebreakers, Activities and Exercises, Reading Lists, Assessment

Tools, Marketing Materials, Action Plans

# **(Searning Objectives)**

By the end of this workshop, participants will be able to:

- Understand the role and importance of strategic managers within organizations
- Identify and apply the four key advantages of strategic planning
- Explore and utilize the ten major schools of strategy
- Implement a five-step model for strategic management
- Develop and evaluate vision and mission statements
- Set and achieve strategic and financial objectives
- Create actionable strategies that drive organizational success

# **(L)** Workshop Agenda

#### Session 1: Introduction to Strategic Management (60 minutes)

- **Icebreaker Activity:** "Strategic Snapshot" Participants introduce themselves by sharing a recent strategic decision they made.
- **Presentation:** Overview of strategic management and its significance.
- **Discussion:** The role of strategic managers and the four key advantages of strategic planning.

#### Session 2: Exploring the Ten Schools of Strategy (90 minutes)

- **Group Activity:** Divide participants into ten groups, each representing one school of strategy. Groups present their assigned school, highlighting its key principles and real-world applications.
- **Debrief:** Facilitator-led discussion on how different schools can be integrated into organizational strategy.

#### Break (15 minutes)

#### Session 3: The Five-Step Model of Strategic Management (120 minutes)

- **Presentation:** Detailed walkthrough of the five-step model:
  - 1. Developing Vision and Mission Statements
  - 2. Setting Objectives
  - 3. Creating a Strategic Plan
  - 4. Implementing and Executing the Strategy
  - 5. Evaluating and Correcting the Strategy
- **Group Exercise:** Participants work in teams to apply the model to a case study, developing a strategic plan for a hypothetical organization.
- **Presentation:** Each team presents their strategic plan, followed by feedback from peers and facilitators.

#### Lunch Break (60 minutes)

#### Session 4: Action Planning and Wrap-Up (60 minutes)

• **Individual Activity:** Participants develop an action plan outlining how they will apply the learned concepts to their roles.

- **Group Sharing:** Voluntary sharing of action plans and commitment to implementation.
- **Q&A Session:** Open floor for questions and clarifications.
- **Closing Remarks:** Summary of key takeaways and encouragement for continuous strategic development.

# **facilitator** Tips

- **Preparation:** Familiarize yourself with all provided materials, including the Instructor Manual, Slide Deck, and Course Workbook.
- **Engagement:** Encourage active participation through group discussions, Q&A sessions, and interactive activities.
- **Time Management:** Adhere to the schedule to ensure all topics are covered comprehensively.
- **Customization:** Adapt activities and discussions to align with the specific industry or organizational context of the participants.
- **Follow-Up:** Offer additional resources or support post-workshop to reinforce learning and application.

# **Additional Resources**

- Free Training Guides: Explore Oak Innovation's <u>free training resources</u> for supplementary materials and ideas.
- Facilitation Skills Workshop Pack: Enhance your facilitation techniques with the Facilitation Skills Workshop Pack.

This Facilitator's Guide is designed to provide a structured yet flexible framework for delivering an impactful 1-day workshop on strategic management. By leveraging Oak Innovation's comprehensive materials, facilitators can ensure a high-quality learning experience that equips participants with the skills and knowledge to drive strategic success within their organizations.

# 6. Running Effective Meetings. [Updated]:

Here's a comprehensive Facilitator's Guide for a 1-Day Intensive Workshop on **Running Effective Meetings**, based on Oak Innovation's workshop pack.

# **Solution** Facilitator's Guide: 1-Day Intensive Workshop on Running Effective Meetings

**Duration:** 6 hours (with breaks) **Format:** Instructor-led, interactive

Materials Provided: Editable slide deck, instructor manual, participant workbook, facilitator

notes, assessment tools

Ideal For: Team leaders, managers, HR professionals, trainers

Source: Oak Innovation's Running Effective Meetings Workshop Pack (Oak Innovation)

# **Workshop Objectives**

By the end of this workshop, participants will be able to:

- Understand the purpose and types of meetings
- Define and assign clear roles (chairperson, timekeeper, recorder, participants)
- Utilize leadership styles to guide meetings effectively
- Identify and mitigate common pitfalls that cause meeting fatigue
- Enhance collaboration and ensure every voice is heard
- Apply practical tools and strategies to lead productive meetings

# **Workshop Agenda**

#### **Session 1: Introduction to Effective Meetings**

Time: 9:00 AM - 10:30 AM

- Welcome and Icebreaker Activity
- Overview of the Workshop Objectives and Agenda
- Discussion: What makes a meeting effective?
- Interactive Poll: Common challenges faced in meetings (if available)
- Introduction to different types of meetings
- Break (10 minutes)

#### **Session 2: Defining Roles and Responsibilities**

*Time:* 10:40 AM – 12:00 PM

- Presentation: Key roles in a meeting (Chairperson, Timekeeper, Recorder, Participants)
- Group Activity: Role-playing different meeting roles

- Debrief and Discussion
- Lunch Break (1 hour)

#### **Session 3: Leadership Styles in Meetings**

*Time*: 1:00 PM – 2:30 PM

- Overview of leadership styles
- Case Study: Applying leadership styles to steer meetings
- Interactive Exercise: Identifying personal leadership styles
- Break (10 minutes)

#### **Session 4: Avoiding Common Pitfalls**

*Time*: 2:40 PM – 4:00 PM

- Presentation: Common reasons meetings fail
- Group Discussion: Strategies to avoid these pitfalls
- Interactive Activity: Analyzing a case where a meeting failed
- Break (10 minutes)

#### **Session 5: Enhancing Collaboration and Productivity**

*Time:* 4:10 PM – 5:00 PM

- Techniques to foster collaboration in meetings
- Tools for ensuring every voice is heard
- Group Activity: Designing an inclusive meeting agenda
- Q&A and Wrap-up

# **%** Facilitator Tips

- **Preparation:** Familiarize yourself with all materials provided in the workshop pack. Customize the slide deck and workbook to align with your organization's context.
- **Engagement:** Encourage participation through discussions, polls, and group activities. Use real-life scenarios to make the content relatable.
- **Time Management:** Keep track of time to ensure all sessions are covered. Adjust the depth of discussions based on participant engagement.
- **Follow-up:** Provide participants with additional resources and reading materials postworkshop. Consider scheduling a follow-up session to reinforce learning.

### **Additional Resources**

- Facilitation Techniques for Leaders Learn advanced strategies to enhance your facilitation skills.
- **Time Management for Success** Master techniques to manage time effectively during meetings.

Strategic Leadership Excellence – Develop leadership skills to lead impactful meetings.

# 7. Strategic Decision Making In Action. [Updated]:

Here's a comprehensive Facilitator's Guide for a 1-Day Intensive Workshop on "Strategic Decision-Making In Action," based on Oak Innovation's workshop pack. This guide is designed to help facilitators deliver an engaging and impactful session.



# **Workshop Overview**

**Title:** Strategic Decision-Making In Action

**Duration:** 1 Day (6 hours)

Audience: Aspiring leaders, new managers, and seasoned executives Format: Interactive, scenario-based learning with group activities

Materials Provided: Editable slide decks, facilitator guide, participant workbooks, and

activity templates

Cost: \$80.00 (Oak Innovation)



# 🚫 Workshop Objectives

By the end of this workshop, participants will:

- Understand and apply a proven six-step decision-making framework
- Utilize techniques like decision trees and prospective hindsight
- Navigate uncertainty and risk in decision-making
- Overcome common decision-making barriers
- Make smarter, faster strategic decisions



# Facilitator Preparation

Before the workshop:

- **Download Materials:** Access the workshop pack from Oak Innovation.
- Customize Content: Tailor the slide decks and workbooks to your organization's
- Prepare Activities: Familiarize yourself with the activities and ensure all materials are ready.
- **Set Up Venue:** Arrange seating in a U-shape or round tables to encourage interaction.
- **Technical Check:** Test all AV equipment and ensure internet access if needed.

# Agenda

#### **Session 1: Introduction to Strategic Decision-Making (1 hour)**

- Welcome & Objectives (15 mins): Introduce the workshop goals and agenda.
- **Icebreaker Activity (15 mins):** "Decision Dilemma" Share a recent challenging decision and discuss approaches.
- Overview of Strategic Decision-Making (30 mins): Discuss the importance and impact of strategic decisions.

#### **Session 2: The Six-Step Decision-Making Framework (1.5 hours)**

- Introduction to the Framework (30 mins): Present the six-step process.
- **Group Activity (1 hour):** Case study analysis (if available from the group) using the framework.

#### Break (15 mins)

#### **Session 3: Techniques for Effective Decision-Making (1.5 hours)**

- Decision Trees (45 mins): Explain and practice creating decision trees.
- Prospective Hindsight (45 mins): Discuss and apply the technique to a case study.

#### **Lunch Break (1 hour)**

#### **Session 4: Managing Risk and Uncertainty (1 hour)**

- Risk Assessment Tools (30 mins): Introduce tools for evaluating risk.
- **Group Discussion (30 mins):** Share experiences and strategies for managing uncertainty.

#### **Session 5: Overcoming Decision-Making Barriers (45 mins)**

- Identifying Barriers (15 mins): Discuss common obstacles in decision-making.
- Strategies to Overcome Barriers (30 mins): Brainstorm solutions and share best practices.

#### Wrap-Up and Q&A (15 mins)

- Summary of Key Learnings (10 mins): Recap the day's content.
- **Q&A Session (5 mins):** Address any remaining questions.

# **facilitator** Tips

- Engage Participants: Encourage questions and discussions throughout the sessions.
- Use Real-World Examples: Relate concepts to participants' experiences.
- Manage Time: Keep track of time to ensure all sessions are covered.
- **Provide Support:** Offer assistance during group activities and discussions.
- Solicit Feedback: Gather participant feedback to improve future workshops.

# **Additional Resources**

- Oak Innovation Blog: Explore articles on strategic decision-making and related topics.
- Oak Innovation Workshop Packs: Access a variety of editable workshop materials for different topics.

# 8. <u>Strategic Leadership Excellence.</u> [Updated]:

Here's a comprehensive Facilitator's Guide for a 1-Day Intensive Workshop on **Strategic Leadership Excellence**, utilizing the Oak Innovation Strategic Leadership Skills Workshop Pack.

# **Workshop Overview**

Title: Strategic Leadership Excellence

**Duration:** 1 Day (6.5 hours)

Target Audience: Mid-to-senior-level managers, team leaders, HR professionals, and

organizational development specialists

**Objective:** Equip participants with advanced strategic leadership skills to set clear organizational direction, inspire transformational leadership, and shape winning cultures. **Materials Provided:** 77-slide deck, 71-page workbook, training games, icebreakers,

assessment tools, and more. (Oak Innovation)



#### **Session 1: Introduction to Strategic Leadership (1 hour)**

- Objective: Define strategic leadership and its significance in modern organizations.
- Activities:

- Welcome and Icebreaker: "Leadership in Action" Participants share a brief story of a leadership challenge they faced.
- o Presentation: Overview of strategic leadership concepts.
- Group Discussion: Importance of strategic leadership in achieving organizational goals.

#### **Session 2: Leadership Styles and Organizational Culture (1.5 hours)**

- **Objective:** Explore different leadership styles and their impact on organizational culture.
- Activities:
  - Self-Assessment: Identify personal leadership style.
  - o Case Study: Analyze a company's culture and leadership alignment.
  - o Group Activity: Discuss how leadership styles influence organizational culture.
- Materials: 71-page workbook, assessment tools.

#### **Session 3: Transformational Leadership (1 hour)**

- **Objective:** Understand the principles of transformational leadership and its application.
- Activities:
  - o Presentation: Key components of transformational leadership.
  - o Role-Playing: Practice transformational leadership behaviors.
  - o Group Discussion: Challenges in implementing transformational leadership.
- Materials: 77-slide deck, facilitator guide.

#### **Session 4: Strategic Direction and Goal Setting (1.5 hours)**

- Objective: Learn to set clear organizational direction and align goals.
- Activities:
  - o Workshop: Develop a strategic vision and mission statement.
  - SMART Goals Exercise: Set specific, measurable, achievable, relevant, and time-bound goals.
  - o Group Activity: Align team objectives with organizational strategy.
- Materials: 71-page workbook, strategic planning templates.

#### **Session 5: Building a Winning Culture (1 hour)**

- Objective: Explore strategies to shape and sustain a positive organizational culture.
- Activities:
  - o Presentation: Elements of a winning culture.

- Group Discussion: Identify current cultural strengths and areas for improvement.
- Action Planning: Develop strategies to enhance organizational culture.
- Materials: 77-slide deck, facilitator guide.

# **Materials & Resources**

- **Digital Access:** Download the full workshop pack from Oak Innovation's **Strategic** Leadership Skills Workshop Pack.
- Customization: All materials are editable and can be tailored to your organization's needs.
- **Support:** Access to facilitator guides, assessment tools, and additional resources to enhance workshop delivery.(Oak Innovation)

# Tips for Facilitators

- **Preparation:** Familiarize yourself with all materials before the workshop.
- **Engagement:** Encourage active participation through discussions and activities.
- Flexibility: Adapt sessions based on participant needs and time constraints.
- Follow-Up: Provide participants with additional resources and support postworkshop.

# Expected Outcomes

By the end of this workshop, participants will:

- Understand the principles of strategic leadership.
- Identify their leadership style and its impact on their team.
- Apply transformational leadership techniques to inspire and motivate others.
- Set clear strategic goals aligned with organizational objectives.
- Develop strategies to build and sustain a positive organizational culture.

For more information or to purchase the workshop pack, visit Oak Innovation's Strategic Leadership Skills Workshop Pack.

# 9. The Power Of Leadership Influence. [Updated]:

Facilitator's Guide: 1-Day Intensive Workshop on The Power of Leadership Influence

# **Workshop Overview**

**Title:** The Power of Leadership Influence **Duration:** 1 Day (Approximately 6–7 hours)

Audience: Emerging and mid-level leaders, team leads, and managers

Materials Provided: 79-slide deck, 52-page workbook, facilitator guide, icebreakers,

interactive exercises, and games

Cost: \$80 (One-time purchase; editable and reusable) (Oak Innovation)

# **@** Learning Objectives

By the end of this workshop, participants will:

- Understand the core principles of leadership and influence
- Identify and apply nine powerful influence strategies
- Recognize and navigate different leadership styles
- Build trust and credibility to inspire and motivate teams
- Develop actionable plans to enhance their leadership impact

# **31** Workshop Agenda

Time	Activity	Description
09:00 - 09:30	Welcome & Icebreaker	Engage participants with a brief introduction and an icebreaker activity.
09:30 - 10:30	Session 1: Leadership Fundamentals	Discuss the essence of leadership and the foundational principles of influence.
10:30 - 10:45	Break	Short break for refreshments.
10:45 – 12:00	Session 2: The Nine Influence Strategies	Introduce and explore nine practical influence strategies.
12:00 - 13:00	<b>Lunch Break</b>	Provide a break for lunch.
13:00 – 14:30	Session 3: Leadership Styles	Examine different leadership styles and their impact on team dynamics.
14:30 – 14:45	Break	Short break for refreshments.
14:45 – 16:00	Session 4: Building Trust & Credibility	Discuss strategies to build trust and credibility as a leader.
16:00 – 16:30	Action Planning & Wrap-Up	Guide participants in creating personal action plans and conclude the workshop.

- **Preparation:** Familiarize yourself with all materials provided in the workshop pack.
- **Engagement:** Encourage active participation through discussions and group activities.
- **Flexibility:** Adapt the agenda as needed to suit the group's dynamics and time constraints.
- **Support:** Provide additional resources or readings if participants express interest in further learning.

# **Additional Resources**

- Oak Innovation Workshop Packs: Explore a variety of editable and reusable workshop packs for different leadership and business skills. (Oak Innovation)
- Free Training Guides: Access a collection of free training guides to enhance your facilitation skills. (Oak Innovation)

This workshop is designed to be a comprehensive, ready-to-deliver package that empowers facilitators to lead transformative sessions without the need for extensive preparation. The materials provided are editable, allowing for customization to fit the specific needs of your organization or audience. (Oak Innovation)

# Human Resources & People Development.

# 10. Building Core Competencies. [Updated]:

Here's a comprehensive Facilitator's Guide for a 1-Day Intensive Workshop on **Building**Core Competencies, utilizing Oak Innovation's Competency Development Skills Workshop

Pack.

# **Solution** Facilitator's Guide: 1-Day Intensive Workshop on Building Core Competencies

# **Workshop Overview**

- **Duration**: 6 hours (including breaks)
- Target Audience: HR professionals, team leaders, and managers
- **Objective**: Equip participants with the knowledge and tools to identify, develop, and map core competencies essential for organizational success.

# **Materials Provided**

- 64-page editable workbook
- 70-slide PowerPoint presentation
- Instructor manual with detailed facilitation notes
- Interactive activities and icebreakers
- Customizable competency mapping templates
- Marketing assets for internal promotion

# Workshop Agenda

#### **Session 1: Introduction to Competencies (1 hour)**

- **Objective**: Define competencies and understand their importance in organizational success.
- Activities:
  - o Icebreaker: "Competency Bingo" Participants find others who possess certain competencies.
  - o Presentation: Overview of core competencies and their impact.
  - o Group Discussion: Share personal experiences related to competencies in the workplace.

#### **Session 2: Key Competencies for Success (1.5 hours)**

- **Objective**: Explore 12 in-demand leadership competencies.
- Activities:
  - o Presentation: Detailed breakdown of each competency.
  - Case Study Analysis: Discuss real-world scenarios demonstrating each competency.
  - o Group Exercise: Role-play situations (if available) to practice competencies.

#### **Break (15 minutes)**

#### **Session 3: Competency Mapping (1.5 hours)**

- **Objective**: Learn how to identify and map competencies within teams and organizations.
- Activities:
  - o Workshop: Use provided templates to map current team competencies.
  - o Discussion: Identify gaps and areas for development.
  - o Action Planning: Develop strategies to bridge competency gaps.

#### Lunch Break (1 hour)

#### **Session 4: Overcoming Barriers to Competency Development (1 hour)**

- **Objective**: Identify common obstacles to competency development and strategies to overcome them.
- Activities:
  - o Presentation: Common barriers such as lack of resources, time, and support.
  - o Group Discussion: Share experiences and solutions.
  - o Interactive Exercise: Develop a plan to address identified barriers.

#### **Session 5: Action Planning and Wrap-Up (45 minutes)**

- Objective: Create individual action plans for applying learned competencies.
- Activities:
  - o Reflection: Participants reflect on key takeaways.
  - Action Plan Development: Outline steps to implement competencies in their roles.
  - o Closing Discussion: Share action plans and commit to follow-up.

# **facilitator** Tips

- **Customization**: Tailor the workshop content to align with your organization's specific needs and culture.
- **Engagement**: Encourage active participation through discussions and group activities.
- Flexibility: Adjust the timing of sessions as needed to accommodate participant engagement levels.
- **Follow-Up**: Plan for post-workshop check-ins to assess the application of competencies.

### Additional Resources

- Oak Innovation's Competency Development Skills Workshop Pack: Access the full suite of materials <a href="https://example.com/here/">here</a>.
- **Trainer's Ultimate Edition**: For facilitators seeking a comprehensive toolkit, consider the <u>Trainer's Ultimate Edition</u>, which includes 52 editable workshop packs with lifetime access.

Feel free to adapt this guide to suit your specific audience and organizational context.

### 11. Conducting Job Analysis Effectively. [Updated]:

Here's a comprehensive Facilitator's Guide for a 1-Day Intensive Workshop on **Conducting Job Analysis**, based on Oak Innovation's "Conducting Job Analysis Effectively" workshop pack.



**Title:** Conducting Job Analysis Effectively

**Duration:** 1 Day (6–8 hours) **Format:** In-person or Virtual

Target Audience: HR professionals, managers, team leads, L&D professionals, and

consultants

Materials Provided: Editable slide deck, instructor manual, participant workbook, activities,

and exercises

Cost: \$80 (Oak Innovation)



By the end of this workshop, participants will:

- Understand the fundamentals of job analysis and its significance in HR processes.
- Learn and apply key job analysis techniques, including the Critical Incident Technique and Position Analysis Questionnaire.
- Develop skills to design and conduct effective job analysis sessions.
- Create actionable job role profiles and performance criteria.
- Enhance organizational effectiveness through optimized job roles.

### **(L)** Workshop Agenda

#### **Session 1: Introduction to Job Analysis (60 mins)**

- **Objective:** Introduce the concept and importance of job analysis.
- Activities:
  - Icebreaker: "Job Role Bingo" Participants match job-related terms to their definitions.
  - o Presentation: Overview of job analysis and its impact on HR functions.
  - o Discussion: Common challenges in job analysis.

#### **Session 2: Job Analysis Techniques (90 mins)**

- **Objective:** Explore and practice key job analysis methods.
- Activities:
  - o Critical Incident Technique: Participants identify and analyze critical incidents in job performance.
  - Position Analysis Questionnaire: Hands-on exercise in completing a PAQ for a sample role.
  - o Group Discussion: Comparing and contrasting the two techniques.

#### Break (15 mins)

#### Session 3: Designing a Job Analysis Process (90 mins)

- **Objective:** Equip participants with the skills to design a job analysis process.
- Activities:
  - o Workshop: Steps in planning and executing a job analysis.
  - o Case Study: Analyze a real-world job role and design a job analysis process.
  - o Group Presentations: Share and critique designed processes.

#### Lunch Break (60 mins)

### **Session 4: Creating Job Role Profiles (90 mins)**

- Objective: Develop comprehensive job role profiles and performance criteria.
- Activities:
  - o Template Walkthrough: Introduction to job role profile templates.
  - o Hands-on Exercise: Participants create a job role profile for a selected role.
  - o Peer Review: Exchange profiles and provide constructive feedback.

#### Break (15 mins)

#### **Session 5: Implementing Job Analysis in the Organization (60 mins)**

- Objective: Discuss strategies for implementing job analysis findings.
- Activities:

- o Presentation: Best practices for integrating job analysis into HR processes.
- o Group Discussion: Overcoming barriers to implementation.
- Action Planning: Develop a roadmap for applying job analysis in participants' organizations.

### **Materials & Resources**

- **Instructor Manual:** Detailed guide with session plans, objectives, and facilitation tips.
- Participant Workbook: Exercises, templates, and space for notes.
- Slide Deck: Customizable PowerPoint slides covering all topics.
- **Job Analysis Templates:** Editable templates for job role profiles and performance criteria.
- Facilitation Tools: Icebreakers, group activities, and evaluation forms.

### **✓** Tips for Facilitators

- **Preparation:** Familiarize yourself with all materials and customize them to fit your audience.
- Engagement: Encourage participation through interactive activities and discussions.
- **Flexibility:** Adapt the agenda as needed to accommodate group dynamics and time constraints.
- Feedback: Collect participant feedback to improve future sessions.

### **Expected Outcomes**

Participants will leave the workshop with:

- A solid understanding of job analysis methodologies.
- Practical experience in applying job analysis techniques.
- Customized job role profiles ready for implementation.
- A strategic plan for integrating job analysis into their organization's HR processes.

This workshop is designed to be flexible and adaptable, ensuring that facilitators can tailor the content to meet the specific needs of their audience. The comprehensive materials

provided by Oak Innovation ensure a smooth and effective delivery, saving facilitators valuable preparation time.

### 12. Conducting Performance Appraisals. [Updated]:

Here's a comprehensive Facilitator's Guide for a 1-Day Intensive Workshop on **Conducting Performance Appraisals**, based on Oak Innovation's Performance Appraisal Skills Workshop Pack. This guide is designed to provide a structured and engaging learning experience for participants.

## **Workshop Overview**

Title: Conducting Performance Appraisals: A 1-Day Intensive Workshop

**Duration:** 6 hours (including breaks)

Target Audience: People Managers, Team Leads, HR Professionals, L&D Practitioners

**Learning Objectives:** 

- Understand modern performance appraisal systems and cycles.
- Develop skills to deliver constructive feedback and conduct appraisal discussions.
- Learn to set SMART development goals and identify team development needs.
- Enhance communication and feedback skills to foster a growth-oriented environment.

## 31 Agenda

Time	Activity	Description
09:00 – 09:30 AM	Welcome & Icebreaker	Engage participants with an icebreaker to set a collaborative tone.
09:30 – 10:15 AM	Session 1: Understanding Performance Appraisals	Overview of appraisal types, cycles, and their role in performance management.
10:15 – 10:30 AM	Break	Short break to refresh.

Time	Activity	Description
10:30 – 11:30 AM	Session 2: Delivering Constructive Feedback	Techniques for providing feedback that promotes growth and development.
11:30 – 12:15 PM	Session 3: Setting SMART Goals	Interactive activity on creating Specific, Measurable, Achievable, Relevant, and Time- bound goals.
12:15 – 01:15 PM	Lunch Break	Break for lunch.
01:15 – 02:00 PM	Session 4: Identifying Development Needs	Methods to assess and identify areas for employee development.
02:00 – 02:45 PM	Session 5: Conducting Appraisal Discussions	Role-playing exercise to practice conducting appraisal conversations.
02:45 - 03:00 PM	Break	Short break to refresh.
03:00 – 03:45 PM	Session 6: Action Planning	Participants create action plans for implementing learned techniques in their teams.
03:45 – 04:00 PM	Wrap-Up & Q&A	Review key takeaways and address any remaining questions.

### **facilitator Resources**

Oak Innovation's Performance Appraisal Skills Workshop Pack provides comprehensive materials to support facilitators:

- Instructor Guide: Detailed instructions for each session.
- Editable PowerPoint Deck: Customizable slides to match your branding.
- Participant Workbook: Step-by-step activities and reflection prompts.
- **Icebreakers & Training Games:** 17 proven activities to engage participants.
- **Templates & Tools:** Action plans, feedback forms, and SMART goal templates.
- Facilitator Support: 15 training guides and 17 customizable forms.

These resources are designed to save preparation time and ensure a consistent and effective training experience.



### **Facilitation** Tips

- Set Expectations Early: Clearly outline the workshop objectives and agenda at the beginning.
- Encourage Participation: Foster an open environment where participants feel comfortable sharing and engaging.
- Adapt to the Group: Be flexible and adjust activities based on the group's dynamics and needs.

- Manage Time Effectively: Keep sessions on track to ensure all topics are covered.
- Provide Real-World Examples: Share relevant scenarios to illustrate key concepts.
- Follow-Up: Offer additional resources or support after the workshop to reinforce learning.



### Additional Resources

- Performance Appraisal Training Guide: A comprehensive guide to performance appraisal training for managers.
- Facilitator Guide Template: A template to help you create effective facilitator guides for instructor-led training.
- Performance Appraisal Overview: An overview of performance appraisal processes and methods.

By utilizing Oak Innovation's workshop pack and following this guide, facilitators can deliver a structured, engaging, and impactful performance appraisal training session.

### 13. Conducting A Training Needs Analysis. [Updated]:

Here's a comprehensive Facilitator's Guide for a 1-Day Intensive Workshop on Conducting a Training Needs Analysis (TNA), based on Oak Innovation's "Training Needs Analysis Skills" workshop pack.



### **Workshop Overview**

**Title:** Conducting a Training Needs Analysis

**Duration:** 1 Day (6–7 hours)

Audience: HR professionals, L&D specialists, team leaders, consultants, and managers

**Delivery Mode:** In-person or virtual

Materials Provided: Instructor Manual, 51-slide PowerPoint Deck, 61-page Participant Workbook, training games, icebreakers, course tests, activities, reading lists, marketing

materials, action plans

Customization: Fully editable materials for rebranding and adaptation



### 🚫 Workshop Objectives

By the end of this workshop, participants will be able to:

- 1. Define the purpose and benefits of a Training Needs Analysis
- 2. Identify and assess organizational and individual performance gaps
- 3. Apply SWOT and performance gap analyses to real-world scenarios
- 4. Prioritize training needs using the "Must-Know, Should-Know, Helpful-To-Know" framework
- 5. Align training initiatives with organizational goals
- 6. Develop actionable training plans



#### **Session 1: Introduction & Foundations (1 hour)**

- Welcome & Icebreaker: "Two Truths and a Lie" to foster engagement
- Overview of TNA: Purpose, benefits, and alignment with organizational goals
- **Key Concepts:** Training, Knowledge, Skills, and Abilities (KSAs)

### **Session 2: Conducting a Training Needs Analysis (2 hours)**

- **SWOT Analysis:** Strengths, Weaknesses, Opportunities, Threats
- **Performance Gap Analysis:** Identifying discrepancies between current and desired performance
- Group Activity: Conducting a SWOT analysis on a case study

#### **Session 3: Prioritizing Training Needs (1 hour)**

- Framework Introduction: "Must-Know, Should-Know, Helpful-To-Know"
- Individual Exercise: Categorizing training needs using the framework
- **Group Discussion:** Aligning priorities with organizational objectives

#### **Session 4: Developing Action Plans (1 hour)**

- Action Plan Template: Steps for implementing training initiatives
- Group Work: Creating action plans for identified training needs
- Feedback Session: Sharing and refining action plans

#### **Session 5: Wrap-Up & Evaluation (1 hour)**

- Review Key Learnings: Summary of the day's sessions
- **Q&A Session:** Addressing participant queries
- Feedback Forms: Collecting participant feedback for continuous improvement



- Preparation: Familiarize yourself with all materials beforehand
- Engagement: Encourage participation through discussions and activities
- Flexibility: Adapt the agenda as needed based on group dynamics
- Time Management: Ensure sessions stay within allocated time slots
- **Support:** Provide assistance during group activities and discussions

### Additional Resources

- Reading List: Recommended articles and books on TNA and L&D
- **Templates:** Editable forms and templates for conducting TNA
- Further Training: Information on advanced TNA and L&D workshops

This workshop pack is designed to be a turnkey solution, allowing facilitators to deliver impactful training sessions without extensive preparation. The materials are grounded in practical, scenario-based activities to ensure real-world application and transfer of learning . (Oak Innovation)

### 14. Designing Meaningful Jobs. [Updated]:

Here's a comprehensive Facilitator's Guide for a 1-Day Intensive Workshop on **Designing Meaningful Jobs**, based on Oak Innovation's workshop pack:



**Title:** Designing Meaningful Jobs **Duration:** 1 Day (6–7 hours)

Target Audience: HR professionals, people managers, team leads, L&D professionals, and

consultants

Objective: Equip participants with practical tools and strategies to design roles that enhance

employee engagement, reduce turnover, and align with organizational goals.

### **Materials Provided**

- Slide Decks: Editable presentations covering key concepts and frameworks.
- Workbooks: Structured activities and reflection prompts.
- Assessment Tools: Templates for evaluating job design effectiveness.
- Facilitator's Notes: Guidance on delivering content and managing group dynamics.

### Sample Agenda

Time	Activity	Objective
09:00-09:30	Welcome & Icebreaker	Build rapport and set expectations
09:30 – 10:30	Introduction to Job Design	Understand the fundamentals and importance of job design
10:30 - 10:45	Break	Refresh and network
10:45 – 12:00	Exploring Job Design Approaches	Learn about various job design theories and models
12:00-13:00	Lunch	
13:00 – 14:30	Hands-On Activity: Redesigning a Role	Apply learned concepts to real-world scenarios
14:30 – 14:45	Break	Refresh and network
14:45 – 16:00	Implementing Job Design Strategies	Develop actionable plans for role enhancement
16:00 – 16:30	Reflection & Q&A	Consolidate learning and address participant queries
16:30 – 17:00	Wrap-Up & Next Steps	Summarize key takeaways and outline postworkshop actions

### **Wey Concepts to Cover**

- Job Design Principles: Task variety, autonomy, feedback, and significance.
- **Job-Person Fit:** Aligning individual strengths with role requirements.
- **Motivational Theories:** Herzberg's Two-Factor Theory, Hackman & Oldham's Job Characteristics Model.
- **Performance Metrics:** Defining and measuring success in job roles.

**Reducing Turnover:** Strategies to enhance job satisfaction and retention.

## **%** Facilitation Tips

- Engage Participants: Use interactive activities and group discussions to foster participation.
- Manage Time Effectively: Keep track of time to ensure all sessions are covered.
- Adapt Content: Customize examples and scenarios to fit the participants' industry and experience level.
- **Provide Support:** Offer guidance during hands-on activities and encourage sharing of ideas.
- **Follow-Up:** Provide additional resources (if available) and support after the workshop to reinforce learning.

### Expected Outcomes

By the end of the workshop, participants will be able to:

- Understand the core principles of effective job design.
- Apply various job design models to enhance role satisfaction and performance.
- Develop strategies to align job roles with organizational objectives.
- Create actionable plans to redesign roles within their teams or organizations.

For more information and to access the workshop materials, visit Oak Innovation's Designing Meaningful Jobs page.

### 15. <u>Effective Interviewing Strategies.</u> [Updated]:

Here's a comprehensive Facilitator's Guide for a 1-Day Intensive Workshop on Effective **Interviewing Strategies**, based on Oak Innovation's Interviewing Skills Workshop Pack:



**Title:** Effective Interviewing Strategies **Duration:** 1 Day (Approximately 6 hours) Audience: HR Professionals, Hiring Managers, Team Leaders, and L&D Facilitators

Materials Provided: Slide Deck, 84-Page Workbook, Interactive Exercises, Icebreakers, and

Customizable Templates

Cost: \$80 USD (One-time purchase with lifetime access)

Access: Instant download after purchase

**Source:** (Oak Innovation)



### **Workshop Objectives**

By the end of this workshop, participants will:

- Understand the core principles of effective interviewing
- Develop skills in active listening and questioning techniques
- Learn strategies to handle various interview scenarios, including recruitment, disciplinary, and grievance discussions
- Gain confidence in conducting interviews that promote accountability and growth
- Be equipped with tools to customize and adapt interview processes to their organizational needs



### 31 Workshop Agenda

### **Session 1: Introduction to Effective Interviewing (1 hour)**

- Welcome & Icebreaker: Engage participants with a brief activity to introduce themselves and share their experiences with interviewing.
- Overview of Interviewing Skills Pack: Present the contents and structure of the Oak Innovation workshop pack.
- Setting Expectations: Outline the day's objectives and encourage participants to share their goals for the session.

### **Session 2: Core Interviewing Techniques (1.5 hours)**

- Active Listening: Discuss the importance of active listening in interviews and practice techniques to enhance listening skills.
- Effective Questioning: Explore different types of questions (open-ended, behavioral, situational) and their applications.
- Role-Playing Exercise: Conduct mock interviews in pairs, with participants alternating roles as interviewer and interviewee.
- Group Debrief: Facilitate a discussion on observations and learnings from the roleplaying exercise.

#### **Session 3: Handling Challenging Interview Scenarios (1.5 hours)**

- **Identifying Common Challenges**: Discuss typical issues faced during interviews, such as bias, nervousness, and difficult candidates.
- **Strategies for Resolution**: Introduce techniques to manage and overcome these challenges.
- Case Study Analysis: Present real-world scenarios for group analysis and discussion.
- **Solution Brainstorming**: Encourage participants to propose solutions and share best practices.

### **Session 4: Customizing the Interview Process (1 hour)**

- Adapting to Organizational Needs: Guide participants in tailoring interview processes to align with their company's culture and objectives.
- **Template Customization**: Utilize the provided templates to create customized interview guides and evaluation forms.
- **Group Activity**: In small groups, participants will design an interview process for a hypothetical role within their organization.

### **Session 5: Closing & Reflection (1 hour)**

- Review of Key Learnings: Summarize the main points covered during the workshop.
- **Participant Reflections**: Invite participants to share their insights and how they plan to apply the skills learned.
- **Feedback Collection**: Distribute feedback forms to gather participant impressions and suggestions for improvement.
- Closing Remarks: Thank participants for their engagement and encourage continuous learning.

### **facilitator** Tips

- **Preparation**: Familiarize yourself thoroughly with the workshop materials prior to the session.
- **Engagement**: Encourage active participation through discussions, questions, and group activities.
- **Adaptability**: Be prepared to adjust the agenda based on participant needs and time constraints.
- **Support**: Provide guidance and assistance during exercises and activities to ensure understanding.

Follow-Up: Offer additional resources or support after the workshop to reinforce learning.

### Additional Resources

- Free Training Guides: Access supplementary materials on topics like empathy, anger management, and paraverbal communication. (Oak Innovation)
- Related Workshop Packs: Explore other training modules such as Human Resource Management Essentials and Motivating & Engaging Employees. (Oak Innovation)

This Facilitator's Guide is designed to provide a structured approach to delivering an impactful and engaging 1-day workshop on effective interviewing strategies. By leveraging Oak Innovation's comprehensive materials, facilitators can ensure a consistent and highquality learning experience for all participants.

### 16. Human Resource Management Essentials. [Updated]:

Here's a comprehensive 1-day facilitator's guide for delivering Oak Innovation's "Fundamentals of Human Resource Management" workshop. This workshop pack is designed to equip HR professionals with essential skills across five core HR functions: planning, recruitment & selection, compensation & benefits, performance management, and training & development.

# **Solution** Facilitator's Guide: 1-Day Intensive Workshop on HRM Essentials

### **Workshop Overview**

- **Duration**: 6 hours (including breaks)
- **Target Audience**: HR professionals, team leaders, and managers seeking foundational HR knowledge
- Materials Provided:
  - o Editable slide deck
  - o Participant workbook
  - o 15 training guides
  - o 17 custom forms
  - o 17 icebreakers and training games
  - Assessment tools and reading lists
  - o Marketing materials for promotion
- **Customization**: Fully customizable to align with organizational branding and specific needs (Oak Innovation)

### Agenda & Timing

Time	Activity	Description
09:00-09:30	Welcome & Icebreaker	Introduce participants; engage in an icebreaker to build rapport.
09:30-10:15	Module 1: Introduction to HRM	Overview of HRM's role in organizational success; discuss HRM's strategic importance.
10:15-10:30	Break	Light refreshments; informal networking.
10:30-11:15	Module 2: HR Planning	Discuss strategic HR planning and analysis; introduce tools for workforce forecasting.
11:15–12:00	Module 3: Recruitment & Selection	Best practices in attracting and selecting talent; role- playing exercises.
12:00-13:00	Lunch	Catered lunch; opportunity for informal discussions.
13:00–13:45	Module 4: Compensation & Benefits	Explore compensation structures and benefits packages; case study analysis.
13:45–14:30	Module 5: Performance Management	Techniques for appraising and enhancing employee performance; group discussions.
14:30-14:45	Break	Light refreshments; informal networking.
14:45–15:30	Module 6: Training & Development	Understanding the training cycle; conducting a training needs analysis.
15:30–16:00	Wrap-up & Q&A	Review key takeaways; open floor for questions and feedback.

Time	Activity	Description
16:00–16:30	Evaluation & Closing Remarks	Distribute feedback forms; thank participants; provide information on further resources.

### **facilitator** Tips

- **Preparation**: Familiarize yourself with all materials; customize content to reflect your organization's culture and policies.
- Engagement: Encourage participation through interactive activities and discussions.
- Time Management: Adhere to the schedule to ensure all modules are covered.
- **Support**: Be available during breaks for informal consultations.

### **Additional Resources**

- Free Training Resources: Access a variety of icebreakers, games, and activities to enhance your workshop. (Oak Innovation)
- Editable Workshop Packs: Explore other workshop packs for continuous professional development. (Oak Innovation)

This workshop is trusted by leading organizations such as Apple, Harvard, and Disney, ensuring high-quality content that delivers real-world impact.

### 17. Motivating & Engaging Employees. [Updated]:

Here's a comprehensive facilitator's guide for a 1-day intensive workshop on motivating and engaging employees, utilizing the Oak Innovation **Employee Motivation Skills Workshop** Pack.

# **Solution** Facilitator's Guide: 1-Day Intensive Workshop on Employee Motivation

### **Objective:**

Equip leaders and managers with practical tools and insights to inspire and engage their teams, enhancing performance and workplace satisfaction.

### **31** Workshop Agenda

Time	Activity	Description
09:00 - 09:30	Registration & Welcome	Icebreaker activity: "Motivation Bingo" to introduce participants.
09:30 - 10:00	Introduction to Motivation Theories	Overview of Maslow's Hierarchy, ERG, Two-Factor, Equity, and Goal Setting.
10:00 – 10:45	Theories in Action	Group discussions on applying each theory in real-world scenarios.
10:45 – 11:00	Break	Light refreshments and networking.
11:00 – 12:00	Interactive Activity: Motivation Mapping	Participants create motivation maps for their teams.
12:00 - 13:00	Lunch Break	Informal discussions and networking.
13:00 – 14:00	Identifying and Overcoming Demotivators	Case studies and group problem-solving.
14:00 – 14:45	Action Planning	Participants develop personalized action plans.
14:45 – 15:00	Break	Light refreshments.
15:00 – 16:00	Sharing Action Plans & Group Feedback	Participants present their plans and receive peer feedback.
16:00 – 16:30	Wrap-Up & Evaluation	Summary of key takeaways and completion of feedback forms.

### **@** Learning Outcomes

By the end of the workshop, participants will be able to:

- Understand and apply key motivation theories.
- Identify intrinsic and extrinsic motivators within their teams.
- Develop strategies to overcome common demotivators.
- Create actionable plans to enhance team engagement and performance.

- 75-slide PowerPoint Deck: Comprehensive presentation covering all topics.
- **56-page Workbook:** Exercises, reflection prompts, and note sections.
- Interactive Games & Icebreakers: Engaging activities to reinforce learning.
- **Assessment Tools:** Pre- and post-workshop evaluations to measure impact.
- Marketing Materials: Templates to promote the workshop internally.

### **Gamma** Facilitation Tips

- Engage Participants: Use open-ended questions to encourage discussion.
- Adapt Content: Tailor examples to the specific industry or team context.
- Encourage Interaction: Facilitate group activities to promote peer learning.
- Provide Real-World Examples: Share case studies to illustrate concepts.
- Follow-Up: Schedule a follow-up session to review action plan progress.

### 18. Reducing Employee Absenteeism. [Updated]:

Here's a comprehensive Facilitator's Guide for a 1-Day Intensive Workshop on **Reducing Employee Absenteeism**, based on Oak Innovation's workshop pack.

# **Solution** Facilitator's Guide: 1-Day Intensive Workshop on Reducing Employee Absenteeism

**Duration**: 6 hours (including breaks)

Target Audience: HR professionals, People Managers, Team Leads, L&D professionals, and

Consultants

Materials Needed: Oak Innovation's "How to Reduce Employee Absenteeism" workshop

pack

**Facilitator Preparation**: Familiarize yourself with the workshop materials, customize content to fit your organization's context, and prepare any necessary equipment (e.g., projector, flip charts, markers).(Oak Innovation)

### Morning Session: Understanding and Diagnosing Absenteeism

#### 9:00 AM - 9:30 AM: Welcome and Introduction

- Facilitator introduction and overview of the day's agenda.
- Set ground rules for participation and confidentiality.
- Icebreaker activity to engage participants.

#### 9:30 AM – 10:30 AM: Module 1: Understanding Absenteeism

- Define absenteeism and its impact on organizational performance.
- Discuss different types of absenteeism (e.g., short-term, long-term, habitual).
- Facilitate a group discussion on common causes of absenteeism in the workplace.

#### 10:30 AM - 10:45 AM: Morning Break

#### 10:45 AM – 11:45 AM: Module 2: Diagnosing Absenteeism

- Introduce tools and techniques for measuring absenteeism (e.g., attendance records, surveys).
- Guide participants through a case study to analyze absenteeism patterns.
- Discuss the importance of identifying root causes before implementing solutions.

#### 11:45 AM – 12:30 PM: Interactive Activity

- Participants work in small groups to identify potential causes of absenteeism in their own teams.
- Groups present their findings and discuss common themes.

#### 12:30 PM - 1:30 PM: Lunch Break

### (1) Afternoon Session: Strategies and Implementation

#### 1:30 PM – 2:30 PM: Module 3: Strategies to Reduce Absenteeism

- Present evidence-based strategies to address absenteeism (e.g., flexible work arrangements, employee engagement initiatives).
- Discuss the role of leadership in promoting attendance.
- Facilitate a brainstorming session on additional strategies participants have implemented or considered.

#### 2:30 PM – 3:15 PM: Module 4: Implementing Solutions

- Guide participants through the process of developing an absenteeism reduction plan.
- Discuss the importance of clear communication and setting expectations.
- Provide templates and resources for creating attendance policies and action plans.

#### 3:15 PM – 3:30 PM: Afternoon Break

#### 3:30 PM – 4:15 PM: Module 5: Monitoring and Evaluation

- Discuss methods for tracking the effectiveness of implemented strategies (e.g., feedback surveys, attendance metrics).
- Emphasize the importance of continuous improvement and adapting strategies as needed.
- Facilitate a discussion on potential challenges and solutions in monitoring absenteeism.

#### 4:15 PM – 5:00 PM: Action Planning and Wrap-Up

- Participants develop individual action plans to address absenteeism in their teams.
- Facilitator provides feedback and guidance on action plans.
- Closing remarks and next steps.

### Tips for Facilitators

- Encourage open dialogue and ensure all participants have an opportunity to contribute.
- Use real-life examples and case studies to illustrate key concepts.

- Be prepared to manage sensitive discussions regarding personal or organizational challenges.
- Provide resources and follow-up materials for participants to continue their learning.

Note: This guide is based on Oak Innovation's "How to Reduce Employee Absenteeism" workshop pack, which offers ready-to-use, customizable materials for facilitators. For more information or to purchase the workshop pack, visit Oak Innovation's website.

### 19. Winning Recruitment Strategies. [Updated]:

Here's a comprehensive Facilitator's Guide for a 1-Day Intensive Workshop on "Winning Recruitment Strategies," based on Oak Innovation's Recruitment Training for Managers workshop pack.



### **Workshop Overview**

Title: Winning Recruitment Strategies

**Duration:** 1 Day (6–7 hours)

Target Audience: People managers, team leaders, HR professionals, and hiring managers **Objective:** Equip managers with practical tools and strategies to enhance recruitment

effectiveness, reduce bias, and make informed hiring decisions.

Materials Provided: Editable slide deck, participant workbook, facilitator guide, action

plans, icebreakers, and training games. (Oak Innovation)



### **Workshop Structure**

### **Session 1: Introduction to Effective Recruitment (60 minutes)**

- **Icebreaker:** "Recruitment Bingo" Participants share unique hiring experiences.
- Overview: Discuss the importance of structured recruitment processes.
- Activity: Group discussion on current recruitment challenges.
- Learning Outcome: Understand the impact of effective recruitment on organizational success.

#### **Session 2: Mastering the Recruitment Process (90 minutes)**

- **Topics Covered:** 
  - o Job analysis and role definition
  - Sourcing strategies and candidate attraction
  - Screening and shortlisting techniques
- **Activity:** Role-playing job analysis and crafting job descriptions.

• Learning Outcome: Develop skills to create clear and compelling job descriptions.

#### **Break (15 minutes)**

### **Session 3: Conducting Effective Interviews (90 minutes)**

- Topics Covered:
  - o Interview preparation and question techniques
  - o Behavioral and competency-based interviewing
  - o Evaluating candidate responses objectively
- Activity: Mock interviews in pairs with feedback sessions.
- Learning Outcome: Enhance interviewing skills to assess candidates effectively.

#### **Lunch Break (60 minutes)**

### **Session 4: Overcoming Hiring Biases (60 minutes)**

- Topics Covered:
  - o Types of biases in recruitment
  - o Strategies to mitigate bias
  - o Implementing inclusive hiring practices
- Activity: Case studies analysis and group discussions.
- Learning Outcome: Recognize and reduce biases to promote diversity in hiring.

### Session 5: Utilizing Psychometric Testing and Reference Checks (60 minutes)

- Topics Covered:
  - o Overview of psychometric tools
  - o Integrating tests into the recruitment process
  - o Conducting effective reference checks
- Activity: Simulated psychometric test interpretation and reference check role-play.
- Learning Outcome: Apply psychometric assessments and reference checks to inform hiring decisions.

#### **Break (15 minutes)**

#### **Session 6: Measuring Recruitment Effectiveness (60 minutes)**

- Topics Covered:
  - o Key performance indicators (KPIs) in recruitment
  - Analyzing recruitment metrics
  - o Continuous improvement strategies
- Activity: Group exercise to design a recruitment dashboard.
- Learning Outcome: Implement metrics to evaluate and enhance recruitment processes.

### **Closing Session: Action Planning and Wrap-Up (30 minutes)**

- Activity: Participants create individual action plans for implementing learned strategies.
- **Discussion:** Share key takeaways and commitments.
- **Feedback:** Collect participant feedback on the workshop.

### **facilitator** Tips

- **Preparation:** Familiarize yourself with all materials and customize content to fit your organization's context.
- **Engagement:** Encourage active participation through discussions, role-plays, and group activities.
- Flexibility: Adapt the schedule as needed to accommodate participant needs and time constraints.
- **Support:** Provide additional resources or follow-up sessions to reinforce learning.



### **Additional Resources**

- Free Training Resources: Explore additional materials to enhance your training sessions. (Oak Innovation)
- Oak Innovation Shop: Access a variety of workshop packs to support your training needs. (Oak Innovation)

This guide is designed to help facilitators deliver a comprehensive and engaging workshop on recruitment strategies, ensuring managers are equipped with the necessary skills to make informed and effective hiring decisions.

## Organizational Development & Change.

### 20. Achieving Business Excellence. [Updated]:

Here's a concise yet comprehensive Facilitator's Guide outline for delivering a **1-Day Intensive Workshop on Achieving Business Excellence**, built around Oak Innovation's *Business Excellence Skills Workshop Pack*. This includes session flow, detailed facilitator notes, and activity guidance—leveraging the pack's components: slide deck, workbook, facilitator guides, games, exercises, and assessment tools. It's designed to maximize engagement, practical learning, and actionable outcomes.

### Facilitator's Guide: 1-Day Intensive Workshop

Based on Oak Innovation's Business Excellence Skills Workshop Pack

(Includes slides, workbook, games, guides, assessments, action plans) (oakinnovation.com)

#### **Workshop Purpose & Structure**

**Objective**: Equip participants (supervisors, team leaders, managers) with a mindset and toolkit for operational excellence—driving continuous improvement, strategic vision, leadership, and strong customer relationships.

**Participants**: 12–20, ideally from diverse functions **Duration**: 1 full day (approx. 6–7 hours plus breaks)

**Materials Needed:** 

- Slide deck (63 slides)
- Participant workbook (48 pages)
- Facilitator's guide
- Icebreakers and training games
- Assessment tools & action plans
- Flip charts, markers, sticky notes

#### Session Breakdown

Time	<b>Session Title</b>	Goals & Highlights	<b>Tools &amp; Methods</b>
09:00– 09:30	Welcome & Framing Excellence	Set expectations, introduce objectives and flow	Icebreaker game, agenda review, ground rules
09:30– 10:15	What Makes an Organization Excellent?	Explore definitions, importance, roles & values	Slides + workbook exercise
10:15– 10:30	Break	_	_
10:30– 11:15	<b>Excellence vs Quality; Obstacles</b>	Clarify distinction, identify pain points	Scenario-based discussion + facilitator probing
11:15– 12:00	Excellence Frameworks	Learn EFQM and Baldridge models	Slides + comparison chart activity

Time	<b>Session Title</b>	Goals & Highlights	<b>Tools &amp; Methods</b>
12:00– 12:45	<b>Strategic Management for Excellence</b>	Build strategic vision, metrics, innovation alignment	Workbook planning exercise
12:45– 13:30	Lunch	_	_
13:30– 14:15	Continuous Improvement & Leadership	Embed CI mindset and leadership roles	Group game + reflection
14:15– 15:00	<b>Excellence in Customer Relationships</b>	Enhance value delivery through customer focus	Case study + workbook prompts
15:00– 15:15	Break	_	_
15:15– 16:00	Assessment & Action Planning	Evaluate learning and build implementation plans	Self-assessment tool + action plan templates
16:00– 16:30	Wrap-Up & Commitments	Review, commit to next steps, evaluate workshop effectiveness	Group sharing + feedback collection

### **Detailed Facilitator Tips**

#### 1. Welcome & Framing Excellence (09:00-09:30)

- **Icebreaker**: Quick "Excellence in Action"—each participant shares a time they saw excellence in their workplace (1 minute each).
- Present workshop goals and agenda clearly.
- Establish participation norms (e.g. respect, sharing, timekeeping).

### 2. Defining Excellence (09:30-10:15)

- Use workbook prompts: "List traits of an excellent organization."
- Facilitate group sharing to build a rich, shared understanding.

#### 3. Excellence vs Quality & Obstacles (10:30–11:15)

- Slide-based comparison (quality = consistency, excellence = exceeding expectations).
- Workbook exercise: participants identify obstacles in their own environments and propose strategies to overcome them.

#### 4. Excellence Frameworks (11:15–12:00)

- Present key tenets of **EFQM** and **Baldridge** models.
- Group activity: Teams map one framework element to a familiar business scenario.

#### 5. Strategic Management Session (12:00–12:45)

- In workbook: participants detail their organization's vision and metrics.
- Encourage pragmatic innovation ideas that align with excellence goals.

#### 6. CI & Leadership (13:30–14:15)

- Include a "Continuous Improvement in Action" game from the pack to energize learning.
- Reflect: "How would leadership behaviors shift under CI mindset?"

#### 7. Customer Relationships (14:15–15:00)

- Case study: evaluate customer scenarios using workbook templates.
- Discuss how focusing on customer excellence supports broader organizational excellence.

### 8. Assessment & Action Planning (15:15–16:00)

- Participants complete a self-assessment using provided tools.
- Then, craft an action plan focusing on top 2–3 personal or team initiatives.

#### 9. Wrap-Up & Evaluation (16:00-16:30)

- Invite a few participants to share action commitments.
- Distribute feedback forms (built-in in the pack).
- Close with an inspiring reflection on the day's journey toward excellence.

#### **General Facilitation Strategies**

- **Co-facilitator synergy**: If possible, collaborate for diverse delivery.
- **Adaptive pacing**: Be flexible; skip less relevant slides and extend discussions if they're rich.
- Visual tools: Use flip charts to capture group ideas dynamically.
- Use pack inclusively: Always tie back to slides, workbook, assessments, and games.
- Elevation: Maintain energy through interactive elements and practical relevance.

By following this **Facilitator's Guide**, you'll deliver a highly engaging one-day workshop that's not only informative but also empowering—setting participants on a clear path toward operational excellence.

### 21. Effective Change Management. [Updated]:

Here's a refined **Facilitator's Guide** for a **1-Day Intensive Workshop on Effective Change Management**, based on Oak Innovation's *Organizational Change Management Skills Workshop Pack* (also known as *Effective Change Management*):

### **Workshop Overview**

- Title: Effective Change Management: A 1-Day Intensive
- **Duration:** Full day (approx. 7–8 hours)
- Audience: Leaders, managers, L&D professionals, and change agents
- Format: Available for in-person or virtual delivery
- Content Source: Oak Innovation's editable and reusable workshop pack includes facilitator manuals, slide decks, participant workbooks, activities, games, action plans, and more (oakinnovation.com).

### **Learning Objectives**

By the end of this workshop, participants will be able to:

- 1. Grasp core change management principles—including key drivers, types, and dimensions of change.
- 2. Recognize why change often fails and understand common sources of resistance.
- 3. Anticipate pressures for change and set shared visions with actionable steps.
- 4. Build essential change leadership skills—such as combating complacency, navigating ambiguity, and mobilizing stakeholder involvement.
- 5. Apply communication and stakeholder engagement strategies to drive effective change.
- 6. Utilize practical frameworks and tools to foster a resilient, change-adapted culture.

### **Workshop Materials Included**

- Slide Deck (approximately 70+ slides) with visuals and prompts
- Instructor (Facilitator) Manual with session structure and guidance
- Participant Workbook (~49 pages) including reflections, exercises, and templates
- Icebreakers, training games, activities, and customizable tests
- Reading lists, action plan templates, and marketing collateral

### Suggested Agenda

Time	<b>Session Title</b>	Highlights
09:00-09:15	Welcome & Icebreaker	Energising activity to build rapport and tone-setting.
09:15-10:00	Intro to Change Management	Explore key concepts, drivers, types, and dimensions.
10:00-10:45	Why Change Fails & Resistance	Discuss barriers and resistance; encourage insight.
10:45-11:00	Break	_
11:00-12:00	Preparing for Change	Examine pressures, vision creation, and readiness steps.
12:00-13:00	Lunch Break	_
13:00-14:00	Change Leadership Skills	Activities on motivating, resisting complacency, leading.
14:00–14:45	Communication & Stakeholder Engagement	Practice techniques for driving involvement.
14:45-15:00	Break	_
15:00-16:00	Scenario-Based Group Exercise	Apply learnings to realistic change scenarios.
16:00-16:30	Presentations & Peer Feedback	Teams share insights; receive feedback.
16:30–17:00	Action Planning & Workshop Close	Draft personalized action plans; wrap up key takeaways.

### **Session Details**

### 1. Welcome & Icebreaker (15 min)

- Kick things off with an activity that prompts sharing recent experiences of change.
- Set expectations and outline goals using facilitator slides.

### 2. Intro to Change Management (45 min)

- Present key definitions: change drivers, types (incremental, planned, transformational), dimensions (leader/process/improvement-driven).
- Facilitate a discussion on current organizational change challenges.

### 3. Why Change Fails & Resistance (45 min)

- Explore failure causes and human resistance.
- Group activity: participants share personal stories and collective insights.

### 4. Preparing for Change (60 min)

- Lecture-plus-dialogue: identifying pressures for change and crafting shared visions.
- Workbook exercise: outline first actionable steps to initiate change.

#### 5. Change Leadership Skills (60 min)

- Discuss the responsibilities of leaders in avoiding complacency.
- Group role-play: navigating ambiguity and modeling change energy.

#### 6. Communication & Stakeholder Engagement (45 min)

- Introduce stakeholder mapping and communication strategies.
- Design sample messages or engagement plans in small groups.

### 7. Scenario Exercise (60 min)

• Present change scenarios; teams apply frameworks to manage stakeholders, communication, and overcome resistance.

### 8. Presentations & Feedback (30 min)

- Each team presents their scenario strategy.
- Encourage peer and facilitator feedback.

#### 9. Action Planning & Wrap-Up (30 min)

- Participants draft targeted action plans using provided templates.
- Final Q&A, reflections on key concepts, and tips for implementation.

### **Tips for Effective Facilitation**

- Customize Examples: Tailor examples to your industry or organizational context.
- Foster Participation: Encourage open dialogue around fears and resistance.
- Balance Theory & Practice: Blend insightful content with interactive application.
- **Time Management:** Keep sessions on track but flexible enough for meaningful discussion.
- Follow-Up: Encourage post-workshop check-ins to support implementation of plans.

### **Summary of Workshop Pack Features**

Oak Innovation's workshop packs are designed to save time and effort while maximizing learning impact:

- Fully Editable & Reusable: Modify in Word or PowerPoint to suit brand and audience needs.
- **High-Quality, Practical Content:** Developed with over three decades of L&D expertise.

- Multifaceted Material Set: Includes slides, facilitator and participant materials, activities, tests, and more.
- Flexible Delivery Formats: Suitable for both in-person and remote training environments.
- Action-Oriented Outcomes: Focused on building leadership confidence and creating change-ready cultures.

### 22. Foundations Of Business Success. [Updated]:

Here's a polished Facilitator's Guide for a 1-Day Intensive Workshop titled "Foundations of Business Success", designed around Oak Innovation's Business Basics Skills Workshop Pack. This turnkey session ensures impactful delivery for trainers while keeping participants deeply engaged.

### **Workshop Overview**

**Title:** Foundations of Business Success – 1-Day Intensive

**Target Audience:** Entrepreneurs, internal trainers, L&D professionals, team leads, people managers, HR strategists, and training entrepreneurs

**Purpose:** Equip participants with fundamental business skills through practical learning—covering communication, customer selection, innovation, quality management, and the interplay of people, products, processes, and profits (oakinnovation.com)

**Materials Included:** 

- 80-slide professional slide deck
- 53-page workbook
- Exercises, assessments, and step-by-step guides

### **Learning Objectives**

By the end of the day, learners should be able to:

- 1. Communicate effectively across business contexts
- 2. Identify and select suitable customer segments
- 3. Generate and apply innovative ideas
- 4. Understand and manage quality in operations
- 5. Connect people, products, processes, and profits in business strategy

## Workshop Agenda (Approximately 7 Hours, Including Breaks)

Time	Activity
09:00-09:15	Welcome & Workshop Kick-off Introduce goals, agenda, norms
09:15-10:00	<b>Session 1: Communication Foundations</b> Presentation + paired exercise
10:00-10:45	<b>Session 2: Customer Selection</b> Segmenting customers + group case study
10:45-11:00	Morning Break
11:00-12:00	Session 3: Innovation in Action Brainstorming + prototyping
12:00-12:45	Lunch Break
12:45–13:45	<b>Session 4: Quality Management.</b> Core principles + practical application
13:45–14:45	Session 5: Integrating Business Elements. Strategy mapping activity
14:45-15:00	Afternoon Break
15:00-16:00	Group Activity: Apply all concepts to a realistic business scenario
16:00-16:30	Presentations & Peer Feedback
16:30-17:00	Reflection & Wrap-Up. Key takeaways, action planning, evaluation

### **Session Breakdown & Facilitation Tips**

### 1. Welcome & Kick-Off (09:00-09:15)

- Set a positive tone: introduce workshop aims and logistics.
- Establish group agreements: participation, respect, and timekeeping.
- Quick icebreaker: e.g., "Share a business insight from the past year."

### 2. Communication Foundations (09:15–10:00)

- Present key communication models (e.g., sender–receiver, feedback loops).
- Paired activity: role-play pitching to a peer, followed by feedback.

### 3. Customer Selection (10:00–10:45)

- Present the importance of customer targeting and value proposition.
- Activity: Analyze a business case and identify ideal customer segments; discuss in small groups.

#### 4. Innovation in Action (11:00–12:00)

- Introduce simple tools for ideation (e.g., SCAMPER, brainstorming).
- Hands-on: In groups, tackle a business challenge with innovative solutions and rapid prototyping.

### 5. Quality Management (12:45–13:45)

• Present key quality concepts (e.g., TQM, consistency, customer focus).

• Facilitate an exercise: audit a sample process and suggest improvements.

### 6. Integrating Business Elements (13:45–14:45)

- Discuss how people, products, processes, and profits interlink for business success.
- Activity: Teams create a strategy map showing how these elements connect in a sample business scenario.

### 7. Application Activity (15:00–16:00)

• Synthesize the day: each group crafts a business strategy integrating all learned concepts.

#### 8. Presentations & Peer Feedback (16:00–16:30)

- Each team briefly presents their strategy.
- Peer-to-peer feedback guided by prompts (what worked, what could be refined).

#### 9. Reflection & Wrap-Up (16:30–17:00)

- Reflect: "What's your biggest insight today?"
- Action Planning: Participants note 2–3 immediate steps they'll take back to their context.
- Evaluation: Share quick feedback (e.g., post-its on "what you liked" and "what to improve").

### **Facilitator Checklist**

- Review and customize slide deck and workbook
- Familiarize yourself with the flow of exercises and transitions
- Prepare materials: flipcharts, markers, sticky notes, timer
- Think through customization for your participants' context
- Print enough workbooks and copies of activity templates
- Test all AV equipment before start time

### **Customization Tips**

- Tailor examples to the participants' industry or experience level
- **Adjust pace**—allow more time for complex groups or condense if participants are familiar with certain concepts
- **Hybrid or virtual delivery**? Use breakout rooms, digital whiteboards, and polls
- **Focus areas:** If participants need deeper skill in certain areas (e.g., quality or innovation), extend those segments

### **Summary**

This 1-Day Intensive is a compact yet powerful delivery format using Oak Innovation's proven Business Basics Workshop Pack—featuring slide decks, a workbook, and actionable tools that require minimal build time and guarantee measurable, impactful learning (<a href="mailto:oakinnovation.com">oakinnovation.com</a>). You step into the session ready to transform foundational concepts into strategic action.

### 23. <u>Insights Into Organizational Behavior</u>. [Updated]:

Here's a comprehensive Facilitator's Guide for a 1-day intensive workshop on Organizational Behavior, based on Oak Innovation's "Insights Into Organizational Behavior" workshop pack. This guide is designed to help you deliver an engaging, practical, and impactful session.

# **Solution** Facilitator's Guide: 1-Day Intensive Workshop on Organizational Behavior

**Duration:** 6 hours (with breaks)

Audience: Internal trainers, L&D professionals, people managers, HR professionals, and

consultants

Materials: Oak Innovation's Organizational Behavior Skills Workshop Pack

**Delivery Mode:** In-person or virtual

**Preparation Time:** 1–2 hours to customize and rehearse (Oak Innovation)

### Workshop Overview

Oak Innovation's Organizational Behavior Skills Workshop Pack is a comprehensive, editable toolkit designed to empower facilitators to deliver engaging, practical training on core organizational behavior concepts, leadership theories, and best practices for building excellent teams and thriving organizations. The pack includes polished PowerPoint slides, participant workbooks, interactive games, and expert facilitator guides, making it suitable for both novice and experienced trainers.

Workshop Agenda

Time	Activity	Objectives
09:00- 09:30	Welcome & Icebreaker	Build rapport and set a collaborative tone.
09:30- 10:15	Session 1: Introduction to Organizational Behavior	Define organizational behavior and its relevance.
10:15- 10:30	Break	Refresh and network.
10:30- 11:15	Session 2: Key Management and Leadership Theories	Explore foundational theories and their application.
11:15- 12:00	<b>Session 3: Building Excellent Teams</b>	Discuss strategies for team development and cohesion.
12:00- 13:00	Lunch Break	Informal networking and relaxation.
13:00- 13:45	Session 4: Best Practices for Thriving Organizations	Identify practices that foster organizational success.
13:45– 14:30	Session 5: Interactive Activities & Games	Engage participants in hands-on learning experiences.
14:30– 15:00	Wrap-Up & Action Planning	Summarize key takeaways and develop individual action plans.

### **Materials & Tools**

- PowerPoint Slides: Polished, editable slides covering all session topics.
- **Participant Workbook:** Step-by-step guide with exercises, assessments, and reflection prompts.
- **Facilitator Guides:** 15 exclusive guides with detailed instructions and 17 custom forms
- **Interactive Games:** Proven icebreakers and training games with clear, actionable instructions.
- Assessment Tools: Tests and evaluations to measure learning outcomes.
- Action Plans: Templates to help participants develop strategies for applying learning.

### **@** Learning Outcomes

By the end of the workshop, participants will be able to:

- Define organizational behavior and explain its significance.
- Apply key management and leadership theories to real-world scenarios.
- Implement strategies for building and leading effective teams.
- Identify and adopt best practices that contribute to organizational success.
- Develop actionable plans to apply learned concepts in their roles.

### **Prips for Effective Facilitation**

- Customize Content: Tailor the workshop materials to fit your audience's specific needs and organizational context.
- Engage Participants: Encourage active participation through discussions, Q&A sessions, and group activities.
- Manage Time: Keep sessions on track to ensure all topics are covered within the allotted time.
- **Provide Support:** Offer assistance and clarification as needed, fostering a supportive learning environment.
- Follow-Up: After the workshop, provide resources and support to help participants implement their action plans.

#### Additional Resources

- Oak Innovation's Workshop Packs: Explore a variety of editable, ready-to-use workshop packs for different topics.
- Free Training Guides: Access a collection of free guides to enhance your facilitation skills.
- Customer Testimonials: Read feedback from organizations that have successfully used Oak Innovation's workshop pack.

### 24. Leading Change With Impact. [Updated]:

Here's a structured Facilitator's Guide for a 1-Day Intensive Workshop on "Leading Change With Impact" based on the Oak Innovation Change Leadership Skills Workshop Pack. This guide is designed to help facilitators deliver a high-impact session that equips participants with practical skills for leading organizational change.

### Facilitator's Guide: 1-Day Intensive Workshop on **Leading Change With Impact**

#### Overview

This workshop is designed to empower leaders with the mindset, tools, and strategies necessary to lead successful organizational change initiatives. Participants will engage in interactive sessions, case studies, and practical exercises to build confidence and competence in leading change.

#### **Workshop Objectives**

By the end of the workshop, participants will be able to:

- Diagnose the need for change within their organization.
- Develop and communicate a compelling change vision.
- Apply strategies to overcome resistance and foster participation.
- Implement the unfreezing-transition-refreezing model effectively.
- Balance power dynamics and support teams through change.

#### **Agenda**

#### **Session 1: Introduction to Change Leadership** (60 minutes)

- **Icebreaker Activity**: "Change in My Life" Participants share a personal experience of change and its impact.
- **Presentation**: Overview of the Change Leader's Mindset.
- **Discussion**: What is change? Diagnosing the need for change.(Oak Innovation)

#### **Session 2: The Role of the Change Leader** (90 minutes)

- Interactive Exercise: Identifying the skills and techniques needed to lead change.
- Case Study: Analyzing a real-world example of successful change leadership.
- Group Discussion: Building awareness and choosing an appropriate vision.

#### **Break** (15 minutes)

#### **Session 3: Creating a Change Vision** (90 minutes)

- Workshop Activity: The six steps involved in creating a change vision.
- **Group Exercise**: Developing a change vision for a hypothetical scenario.
- Feedback Session: Sharing and refining vision statements.

#### Lunch Break (60 minutes)

#### **Session 4: Communicating the Change Vision** (90 minutes)

- **Presentation**: Six strategies for communicating a change vision.
- Role-Playing: Practicing communication strategies in pairs.
- **Group Reflection**: Discussing challenges and solutions in communication.

#### **Break** (15 minutes)

#### **Session 5: Implementing and Sustaining Change** (90 minutes)

- Interactive Discussion: Unfreezing, transitioning, and re-freezing.
- Activity: Balancing driving and restraining forces.
- Action Planning: Developing a personal action plan for leading change.

#### **Closing Session** (30 minutes)

- **Reflection**: Participants share key takeaways.
- **Q&A**: Addressing any remaining questions.
- Evaluation: Collecting feedback on the workshop.

#### **Materials Provided**

- 77-slide PowerPoint deck
- 71-page participant workbook
- Facilitator's guide with detailed session plans
- Interactive activities and case studies
- Evaluation forms

### **Facilitator Tips**

- Encourage active participation and open dialogue.
- Adapt the content to the specific needs and context of the participants.
- Use real-world examples to illustrate key concepts.
- Provide constructive feedback during activities and discussions.
- Follow up with participants after the workshop to reinforce learning.

This workshop is built upon the Oak Innovation Change Leadership Skills Workshop Pack, which offers a comprehensive toolkit for facilitating change leadership training. The pack includes all necessary materials to deliver a professional and impactful session with minimal preparation.

### 25. Shaping Corporate Culture. [Updated]:

Building upon the comprehensive resources provided in the Oak Innovation Corporate Culture Skills Workshop Pack, here's a structured 1-day facilitator's guide designed to help you lead an impactful workshop on shaping corporate culture.

### **1-Day Facilitator's Guide: Shaping Corporate Culture**

### Workshop Overview

- **Duration:** 6 hours (with breaks)
- Format: Interactive, scenario-based learning
- Target Audience: Internal Trainers, L&D Professionals, HR Leaders, Managers, and Consultants

• Materials Provided: Instructor Manual, Slide Deck, Workbooks, Exercises, and Marketing Materials

### **Q** Learning Objectives

By the end of this workshop, participants will:

- Understand the principles and characteristics of corporate culture.
- Distinguish between corporate culture and corporate climate.
- Explore the "Eight Images of Organizations" framework.
- Analyze their organization's culture using the "Cultural Web" model.
- Apply the Ouchi framework to compare and contrast corporate cultures.
- Develop actionable strategies to shape and influence corporate culture.

### **(L)** Workshop Agenda

Time	Activity	Description
09:00-09:30	Welcome & Icebreaker	Introductions and setting expectations.
09:30-10:15	Session 1: Introduction to Corporate Culture	Presentation on principles and characteristics of corporate culture.
10:15-10:30	Break	Short break.
10:30-11:15	Session 2: Exploring the Eight Images of Organizations	Interactive discussion on the eight organizational images.
11:15–12:00	Session 3: Understanding the Cultural Web	Group activity analyzing the cultural web in organizations.
12:00-13:00	Lunch Break	
13:00–13:45	Session 4: Comparing Corporate Cultures with the Ouchi Framework	Case study analysis and group discussion.
13:45–14:30	Session 5: Strategies for Shaping Corporate Culture	Workshop on developing actionable strategies.
14:30-14:45	Break	Short break.
14:45–15:30	Session 6: Action Planning and Commitment	Participants create personal action plans.
15:30–16:00	Closing & Feedback	Reflection on learning and gathering participant feedback.

### **%** Facilitator Tips

• **Preparation:** Familiarize yourself with the provided materials and customize them to fit your organization's context.

- **Engagement:** Encourage active participation through discussions and group activities.
- Flexibility: Adapt the agenda as needed to accommodate the group's dynamics and time constraints.
- **Reflection:** Allocate time for participants to reflect on their learning and how they can apply it in their roles.

### 🔁 Additional Resources

Oak Innovation Corporate Culture Skills Workshop Pack: Access the full toolkit here.

### 26. <u>Tackling Organizational Challenges.</u> [Updated]:

Below is a comprehensive Facilitator's Guide for a 1-Day Intensive Workshop titled "Tackling Organizational Challenges", based on the workshop pack from Oak Innovation. This guide is designed to help facilitators effectively deliver the workshop, ensuring engagement and actionable outcomes for participants.



# (S) Facilitator's Guide: 1-Day Intensive Workshop

#### **Workshop Title:**

**Tackling Organizational Challenges** 

#### **Duration:**

1 Day (6–7 hours)

#### **Target Audience:**

Internal Trainers, HR Professionals, People Managers, Team Leads, Consultants, and Coaches

#### **Learning Objectives:**

By the end of this workshop, participants will be able to:

- Identify and analyze key organizational challenges
- Understand the impact of organizational culture and structure on performance
- Apply change management strategies to real-world scenarios
- Develop actionable plans to address strategic alignment issues

#### **Materials Provided:**

- Editable Instructor Manual
- 78-Slide PowerPoint Deck
- 62-Page Course Workbook
- Assessment Tools
- Interactive Activities and Exercises
- Reading Lists
- Marketing Materials
- Action Planning Templates

#### Workshop Agenda:

Time	Session	Description
09:00-09:30	Welcome & Icebreaker	Introductions and setting expectations.
09:30–10:30	Session 1: Organizational Culture & Structure	Explore how culture and structure influence organizational effectiveness.
10:30-10:45	Break	Refreshments and networking.
10:45–12:00	Session 2: Group Dynamics & Communication	Understand group processes and enhance communication strategies.
12:00-13:00	Lunch Break	Networking opportunity.
13:00–14:30	Session 3: Change Management	Learn and apply change management models to organizational scenarios.
14:30–14:45	Break	Refreshments and networking.
14:45–16:00	Session 4: Strategic Alignment	Align organizational strategies with goals and performance metrics.
16:00–16:30	Action Planning & Wrap-Up	Develop individual action plans and conclude the workshop.

#### **Facilitation Tips:**

- **Engagement:** Encourage active participation through discussions and group activities.
- Flexibility: Adapt the content to suit the specific needs and challenges of the participants.
- **Real-World Application:** Use case studies and scenarios relevant to the participants' industries.
- **Feedback:** Provide constructive feedback during activities and encourage peer feedback.

#### **Additional Resources:**

- Oak Innovation Blog: Access articles and insights on teamwork and organizational development.
- **Free Icebreakers:** Utilize creative icebreaker ideas to enhance participant engagement.

This workshop is designed to be flexible and can be tailored to meet the specific needs of your organization. The materials are fully editable, allowing you to customize the content to align with your organizational context. By the end of the workshop, participants will be equipped with practical tools and strategies to address and overcome organizational challenges effectively. (Oak Innovation)

# 27. <u>Understanding Corporate Structures.</u> [Updated]:

Based on Oak Innovation's Corporate Structure Skills Workshop Pack, here's a comprehensive 1-day facilitator's guide tailored for trainers, HR professionals, and organizational development leaders.

# Facilitator's Guide: 1-Day Intensive Workshop on Understanding Corporate Structures

**Duration:** 6 hours (including breaks)

Format: In-person or virtual

Materials Provided: 63-slide presentation, 48-page workbook, training games, icebreakers,

exercises, facilitator guides, reading lists, assessment tools, marketing materials, and

actionable plans (Oak Innovation)

#### **Workshop Objectives**

By the end of this workshop, participants will be able to:

- Understand key organizational concepts and dimensions.
- Identify and evaluate six models of organizational structure.
- Apply Mintzberg's five configurations and seven forces to real-world scenarios.
- Analyze and optimize their organization's design for improved efficiency and collaboration.

Time	Activity	Description
09:00 - 09:30	Welcome & Icebreaker	Introduction and interactive activity to set the tone.
09:30 - 10:15	Session 1: Introduction to Organizational Structures	Overview of organizational concepts and the importance of structure.
10:15 – 10:30	Break	Short break.
10:30 - 11:30	Session 2: Mintzberg's Organizational Configurations	Deep dive into Mintzberg's five configurations and their applications.
11:30 – 12:30	Session 3: The Six Models of Organizational Structure	Exploration of bureaucratic, vertical, horizontal, departmentalization, network, and virtual models.
12:30 – 13:30	Lunch Break	Lunch and networking opportunity.
13:30 – 14:30	Session 4: Forces Shaping Organizational Structure	Discussion on Mintzberg's seven forces and their impact on structure.
14:30 – 15:00	Activity: Analyzing Real- World Organizations	Group exercise to apply learned concepts to analyze existing organizations.
15:00 – 15:15	Break	Short break.
15:15 – 16:00	Session 5: Optimizing Organizational Design	Strategies for evaluating and improving organizational structure.
16:00 – 16:30	Wrap-Up & Action Planning	Summary of key takeaways and development of personal action plans.

#### **Detailed Session Breakdown**

#### **Session 1: Introduction to Organizational Structures (45 minutes)**

- **Objective:** Introduce participants to the fundamental concepts of organizational structure.
- **Activities:** Presentation using the provided slide deck, followed by a group discussion.
- Materials: Slides, workbook pages.

#### Session 2: Mintzberg's Organizational Configurations (1 hour)

- **Objective:** Explore Henry Mintzberg's five organizational configurations and their relevance.
- Activities: Interactive lecture with real-world examples.
- Materials: Slides, workbook pages.

#### **Session 3: The Six Models of Organizational Structure (1 hour)**

- **Objective:** Examine the six models of organizational structure and their applications.
- Activities: Group analysis of case studies.
- Materials: Slides, workbook pages.

#### **Session 4: Forces Shaping Organizational Structure (1 hour)**

- **Objective:** Understand the seven forces that influence organizational structure.
- Activities: Facilitated discussion and group brainstorming.
- Materials: Slides, workbook pages.

#### **Session 5: Optimizing Organizational Design (45 minutes)**

- Objective: Learn strategies for evaluating and optimizing organizational structure.
- Activities: Workshop on developing action plans for organizational improvement.
- Materials: Slides, workbook pages.

#### **Facilitator Tips**

- **Engagement:** Encourage participant interaction through questions and group discussions.
- **Adaptation:** Be prepared to adjust the pace based on participant needs and engagement levels.
- **Support:** Utilize the provided facilitator guides and materials to support delivery.

#### **Post-Workshop Actions**

- Feedback: Distribute feedback forms to gather participant insights.
- Follow-Up: Offer additional resources or follow-up sessions to reinforce learning.
- **Evaluation:** Assess the effectiveness of the workshop and identify areas for improvement.

For more information or to purchase the workshop pack, visit <u>Oak Innovation's Corporate Structure Skills Workshop Pack</u>.

Teamwork, Coaching & Collaboration.

# 28. Building Strong Interpersonal **Connections.** [Updated]:

Here's a comprehensive 1-day facilitator's guide for delivering Oak Innovation's Interpersonal Skills Workshop Pack. This guide is structured to maximize engagement and learning outcomes.



# **Workshop Overview**

**Title:** Building Strong Interpersonal Connections

**Duration:** 1 Day (6–7 hours) Format: In-person or virtual

Audience: New managers, team leads, HR professionals, and any professionals seeking to

enhance their interpersonal skills

Materials Provided: Editable slide deck, instructor manual, participant workbook,

interactive activities, and more Purchase Link: (Oak Innovation)



# **(Solution 2)** Learning Objectives

By the end of this workshop, participants will be able to:

- Identify and overcome common barriers to effective social interaction
- Apply techniques such as active listening, emotional intelligence, and advanced conflict resolution
- Navigate complex social situations with confidence
- Foster teamwork and create a harmonious workplace culture
- Build and maintain strong professional relationships



Time	Activity	Description
09:00-09:30	Welcome & Icebreaker	Introductions and a brief icebreaker to set the tone.
09:30-10:15	Module 1: Understanding Interpersonal Skills	Overview of key concepts and their importance in the workplace.
10:15-10:30	Break	Short break to refresh.
10:30-11:15	Module 2: Active Listening Techniques	Interactive exercises to practice listening skills.
11:15–12:00	Module 3: Emotional Intelligence in Action	Understanding and applying EI in social interactions.
12:00-13:00	Lunch Break	
13:00–13:45	<b>Module 4: Conflict Resolution</b> <b>Strategies</b>	Role-playing scenarios to practice resolving conflicts.
13:45–14:30	Module 5: Building and Maintaining Relationships	Techniques for fostering long-term professional relationships.
14:30-14:45	Break	Short break to refresh.
14:45–15:30	Module 6: Navigating Complex Social Situations	Group discussions and case studies.
15:30–16:00	Wrap-Up & Action Planning	Reflection on key learnings and setting personal goals.
16:00	Close	Thank participants and provide resources for further development.

# **facilitator** Tips

- **Preparation:** Familiarize yourself with all materials provided in the workshop pack. Customize the slide deck and workbook to align with your organization's context.
- **Engagement:** Encourage participation through group discussions, role-plays, and Q&A sessions.
- **Flexibility:** Adapt the timing of each module based on participant engagement and needs.
- **Support:** Utilize the instructor manual for guidance on facilitating activities and discussions.

# **Additional Resources**

- **Free Training Guides:** Explore additional materials and tips to enhance your facilitation skills.
- Facilitation Skills Workshop Pack: Consider this pack for further developing your facilitation techniques. (Oak Innovation)

# 29. Coaching & Mentoring For Growth. [Updated]:

Here's a Facilitator's Guide outline for a 1-Day Intensive Workshop on Coaching & Mentoring for Growth, structured around the Oak Innovation Coaching & Mentoring Skills Workshop Pack. The guide breaks the day into clear segments, aligns with the provided materials, and ensures an engaging, outcome-focused experience.

# **Workshop Overview**

**Title:** Coaching & Mentoring for Growth – 1-Day Intensive Workshop

**Based on:** Oak Innovation's Coaching & Mentoring Skills Workshop Pack — a ready-made, editable training resource containing a 68-page workbook, 60-slide presentation, instructor manual, games, icebreakers, tests, guides, and more (<u>oakinnovation.com</u>).

#### **Target Audience:**

- Internal trainers, L&D professionals, consultants
- People managers, team leads
- HR professionals and learning strategists
- Training entrepreneurs looking for customizable, turnkey session materials

#### **Learning Objectives:**

Participants will:

- Grasp coaching vs. mentoring fundamentals and identify opportunities within their context
- Explore effective coaching styles (e.g., Push vs. Pull, GROW Model)
- Learn how to implement formal and informal mentoring programs
- Discover five mentoring models and plan a mentoring program with tangible benefits

### Workshop Agenda

Time	Segment	<b>Activity &amp; Materials</b>
09:00-09:30	Welcome & Icebreaker	• Introduce objectives• Icebreaker activity (from pack)
09:30-10:15	Foundations: Coaching & Mentoring	• Slide deck overview• Group discussion on what coaching/mentoring means and their organizational value
10:15-10:30	Break	
10:30-11:30	<b>Exploring Coaching Styles</b>	• Interactive game• Deep dive into Push vs. Pull coaching and the GROW Model
11:30–12:15	Types & Benefits of Mentoring	• Present formal vs. informal mentoring• Brainstorm benefits and potential barriers
12:15-13:00	Lunch	

Time	Segment	<b>Activity &amp; Materials</b>
13:00-14:00	Mentoring Models in Practice	• Review the five mentoring models (one-on-one, resource-based, training-based, circles, combinations)• Small-group plan-building exercise
14:00–14:45	Designing a Mentoring Program	• Use planning template from pack• Participants draft a mini mentoring plan for their organizations
14:45-15:00	Break	
15:00–15:45	Metrics & Benefits Measurement	• Share customizable test or assessment• Workshop on quantifying the impact of their plans
15:45–16:30	Action Planning	• Participants create personal action plans• Pair up for peer feedback using participant workbook tools
16:30–17:00	Wrap-Up & Feedback	• Recap key insights• Collect workshop feedback (quick test or evaluation cards)

# **Facilitator Preparation Tips**

#### **Materials to Have Ready**

- Printed/Projector-ready slide deck (60 slides) covering all session topics
- Participant workbooks (68 pages), ideally one per attendee
- Instructor manual for guidance, timelines, and suggested facilitator notes
- Icebreakers, games, and assessments, as provided
- Customizable templates and action plan tools for participants to take away

#### **Customization Suggestions**

- **Branding**: Add your logo and organization's tone (all files editable)
- Examples: Insert real-life, locally relevant scenarios or case studies
- Pacing: Adjust times if running extended discussions or group presentations
- **Follow-up**: Provide post-workshop resources (reading lists, learning reinforcement tools)

# **Why This Works**

- 1. **Ready-to-Deliver**: You save hours creating content—everything's prepared and customizable
- 2. **Engaging & Practical**: Includes interactive elements like games, models, and group exercises
- 3. **Adaptable Format**: Although designed for a one-day workshop, content can flex into modular or blended learning formats
- 4. **Proven Quality**: Created with Oak Innovation's 30+ years of L&D experience and trusted by top brands

#### **Final Checklist for the Facilitator**

- Download and review the slide deck, workbook, and manuals
- Customize branding and local references
- Prepare group activities and printouts (icebreakers, exercises, evaluation forms)
- Confirm logistics: venue, AV setup, materials for participants
- Send pre-workshop brief or agenda to participants

# 30. Facilitation Techniques For Leaders. [Updated]:

Here's a comprehensive Facilitator's Guide for a 1-Day Intensive Workshop on **Facilitation Techniques for Leaders**, designed around Oak Innovation's Facilitation Skills Workshop Pack. This workshop is tailored for leaders, managers, and team leads aiming to enhance their facilitation capabilities.

# **Workshop Overview**

**Title:** Facilitation Techniques for Leaders

**Duration:** 1 Day (6–7 hours)

Format: Interactive, hands-on, and scenario-based

Target Audience: Leaders, Managers, Team Leads, Coaches

Materials Provided: Instructor Manual, Participant Workbook, Slide Deck, Interactive

Games, Icebreakers, Assessments

**Customization:** Fully editable and rebrandable (<u>oakinnovation.com</u>)



By the end of this workshop, participants will be able to:

- Identify and apply various facilitation styles
- Design effective processes and agendas
- Utilize seven proven facilitation techniques to engage participants
- Manage group dynamics and resolve conflicts
- Achieve consensus and drive actionable outcomes

# **(!)** Sample Agenda

Time	Activity
09:00-09:30	Welcome & Icebreaker: "Two Truths and a Lie"
09:30 - 10:15	Session 1: Introduction to Facilitation Styles
10:15 - 10:30	Break
10:30 - 11:30	Session 2: Designing Effective Agendas and Processes
11:30 - 12:30	Session 3: Applying Facilitation Techniques (Part 1)
12:30 - 13:30	Lunch Break
13:30 - 14:30	Session 4: Applying Facilitation Techniques (Part 2)
14:30 – 15:30	Session 5: Managing Group Dynamics and Conflict Resolution
15:30 – 16:00	Wrap-Up & Reflection: Commitment to Action

# **m** Detailed Session Breakdown

#### **Session 1: Introduction to Facilitation Styles**

- Objective: Understand different facilitation styles and their applications.
- **Activities:** Group discussion on personal facilitation experiences; introduction to Oak Innovation's facilitation styles framework.
- Materials: Slide Deck, Instructor Manual

#### **Session 2: Designing Effective Agendas and Processes**

- **Objective:** Learn to create clear agendas and structured processes.
- **Activities:** Hands-on activity to design an agenda for a hypothetical meeting; group feedback and refinement.
- Materials: Participant Workbook, Slide Deck

#### **Session 3 & 4: Applying Facilitation Techniques**

- Objective: Practice seven proven facilitation techniques to enhance engagement.
- **Activities:** Role-playing scenarios to apply each technique; group discussions on effectiveness.

• Materials: Interactive Games, Participant Workbook

#### **Session 5: Managing Group Dynamics and Conflict Resolution**

- Objective: Develop skills to manage diverse group dynamics and resolve conflicts.
- Activities: Case studies on group conflicts; strategies for resolution; role-playing exercises.
- Materials: Instructor Manual, Slide Deck

# **Gamma Facilitation Tips**

- Engage Participants: Use open-ended questions to stimulate discussion.
- Manage Time: Keep sessions on track to ensure all topics are covered.
- Encourage Participation: Create a safe environment for all voices to be heard.
- Adapt Flexibly: Be prepared to adjust the agenda based on group needs.

# Post-Workshop Actions

- Feedback Collection: Distribute evaluation forms to gather participant feedback.
- **Follow-Up:** Schedule a follow-up session to review the application of learned techniques.
- **Continuous Learning:** Encourage participants to engage in peer coaching and self-reflection.

# **Additional Resources**

- Oak Innovation Blog: Offers insights on facilitation and leadership skills.
- Trainer's Ultimate Edition: Access to 52 editable workshop packs for ongoing development. (oakinnovation.com)

This Facilitator's Guide leverages Oak Innovation's comprehensive materials, ensuring a structured and impactful learning experience. The workshop is designed to be adaptable, allowing facilitators to tailor content to the specific needs of their audience.

### 31. Harnessing Group Dynamics. [Updated]:

Here's a comprehensive Facilitator's Guide for a 1-Day Intensive Workshop on **Harnessing Group Dynamics**, utilizing Oak Innovation's Group Dynamics Workshop Pack as the core resource.

# **Workshop Title: Harnessing Group Dynamics for High-Performance Teams**

**Duration:** 1 Day (6–7 hours) **Format:** In-person or Virtual

**Audience:** Team leaders, HR professionals, managers, and facilitators **Materials:** Oak Innovation's Group Dynamics Workshop Pack

Cost: \$80.00 (Oak Innovation)

# Workshop Overview

Oak Innovation's Group Dynamics Workshop Pack provides facilitators with a comprehensive toolkit to enhance team performance. The pack includes 61 dynamic slides, a 53-page workbook, interactive games, and hands-on activities, covering key concepts such as group roles, stages of team development, communication styles, and group cohesiveness. Participants will explore frameworks like Belbin's management team roles and the five stages of team development—forming, storming, norming, performing, and adjourning—while gaining practical skills to lead and support effective teams.

# **Second Second S**

### **Pre-Workshop Preparation**

- 1. **Customize Materials:** Rebrand the slides and workbook with your logo and colors to align with your organization's identity.
- 2. **Set Up Technology:** Ensure all equipment is functioning, including projectors, microphones, and virtual meeting platforms if applicable.
- 3. Prepare Materials: Print workbooks and any necessary handouts.
- 4. **Arrange the Space:** Set up seating in a U-shape or round tables to promote interaction.

#### Agenda

9:00 AM - 9:30 AM: Welcome & Icebreaker

- Objective: Foster a comfortable environment and encourage openness.
- **Activity:** "Two Truths and a Lie" Participants share two truths and one lie about themselves; others guess the lie.

#### 9:30 AM – 10:15 AM: Introduction to Group Dynamics

- **Objective:** Define group dynamics and their impact on team performance.
- **Content:** Overview of group types, performance factors, and the seven characteristics of group cohesiveness.
- Activity: Group discussion on personal experiences with group dynamics.

#### 10:15 AM - 10:30 AM: Break

#### 10:30 AM - 11:30 AM: Stages of Team Development

- **Objective:** Understand the five stages of team development: forming, storming, norming, performing, and adjourning.
- Activity: Role-playing scenarios depicting each stage.

#### 11:30 AM – 12:30 PM: Group Roles & Communication Styles

- **Objective:** Explore Belbin's management team roles and various communication styles.
- **Activity:** Self-assessment quizzes to identify personal roles and preferred communication styles.

#### 12:30 PM - 1:30 PM: Lunch Break

#### 1:30 PM - 2:30 PM: Building Cohesive Teams

- **Objective:** Learn strategies to enhance group cohesiveness.
- Activity: Team-building exercises focusing on collaboration and shared goals.

#### 2:30 PM – 3:30 PM: Managing Group Dynamics

- Objective: Develop skills to manage and improve group dynamics.
- Activity: Case studies analysis and group problem-solving.

#### 3:30 PM – 4:00 PM: Reflection & Action Planning

- Objective: Reflect on key learnings and create an action plan for application.
- Activity: Individual reflection followed by sharing in pairs.

#### 4:00 PM – 4:30 PM: Closing Remarks & Feedback

- **Objective:** Conclude the workshop and gather participant feedback.
- Activity: Feedback forms and open floor for comments.

### **X** Tips for Facilitators

- Engage Participants: Encourage active participation through discussions and activities.
- Manage Time: Keep track of time to ensure all topics are covered.
- Adapt Flexibly: Be prepared to adjust the agenda based on group needs and dynamics.
- **Provide Support:** Offer guidance and support during activities to ensure understanding and participation.

### **✓** Post-Workshop Actions

- Distribute Materials: Send digital copies of the workbook and additional resources to participants.
- Follow-Up: Schedule a follow-up session to discuss the application of learned concepts.
- **Evaluate:** Review participant feedback to improve future workshops.

This structured approach ensures a comprehensive and engaging workshop experience, equipping participants with the knowledge and skills to enhance group dynamics and team performance.

# 32. <u>High-Performance Teamwork.</u> [Updated]:

Here's a comprehensive Facilitator's Guide for a 1-Day Intensive Workshop on High-Performing Teams, utilizing the Oak Innovation Teamwork Skills Workshop Pack.

# **Solution** Facilitator's Guide: 1-Day Intensive Workshop on High-Performing Teams

### **31** Workshop Overview

- **Duration**: 6 hours (including breaks)
- Audience: Team leaders, HR professionals, managers, and facilitators
- **Objective**: Equip participants with practical tools and insights to build and sustain high-performing teams
- Materials Needed:
  - Oak Innovation Teamwork Skills Workshop Pack (includes editable slides, workbooks, and facilitator guides)
  - o Flipcharts, markers, and sticky notes
  - o Projector and screen
  - o Participant handouts
  - o Timer or clock

# **Workshop Agenda**

#### **Session 1: Introduction to High-Performing Teams (1 hour)**

- Objective: Introduce the characteristics and importance of high-performing teams
- Activities:
  - o **Icebreaker**: "Two Truths and a Lie" to foster openness
  - Presentation: Overview of high-performing teams using slides from the workshop pack
  - Discussion: Participants share experiences of effective teams they've been part of

#### **Session 2: Understanding Team Dynamics (1.5 hours)**

- Objective: Explore the stages of team development and dynamics
- Activities:
  - **Presentation**: Discuss the five stages of team development (forming, storming, norming, performing, adjourning)
  - o Group Activity: Analyze a case study to identify team dynamics at each stage
  - o **Reflection**: Participants reflect on their current team's stage and dynamics

#### **Break (15 minutes)**

#### **Session 3: Building Blocks of High-Performing Teams (1.5 hours)**

- Objective: Identify and develop key components of high-performing teams
- Activities:

- Presentation: Discuss elements such as clear roles, strong communication, and shared goals
- Workshop: Participants work in groups to design a high-performing team model
- Sharing: Groups present their models and receive feedback

#### **Lunch Break (1 hour)**

#### **Session 4: Overcoming Obstacles to Teamwork (1 hour)**

- **Objective**: Identify common barriers to effective teamwork and strategies to overcome them
- Activities:
  - o **Brainstorming**: List common obstacles faced in teams
  - o **Discussion**: Share strategies to overcome these obstacles
  - o Role-Playing: Participants practice handling challenging team scenarios

#### **Session 5: Action Planning and Commitment (45 minutes)**

- Objective: Develop personal action plans to implement learning
- Activities:
  - o **Reflection**: Participants reflect on key takeaways from the workshop
  - o **Action Planning**: Using templates from the workshop pack, participants create action plans
  - o **Commitment Sharing**: Participants share one commitment they will implement in their teams

#### **Closing Remarks and Evaluation (15 minutes)**

- **Objective**: Conclude the workshop and gather feedback
- Activities:
  - o **Summary**: Recap key points covered during the day
  - o Feedback: Participants complete a workshop evaluation form
  - o Thank You: Express appreciation for participation and engagement

### **%** Facilitator Tips

- **Preparation**: Familiarize yourself with all materials in the Oak Innovation Teamwork Skills Workshop Pack before the session.
- **Engagement**: Encourage active participation through discussions and interactive activities.

- **Flexibility**: Be prepared to adjust the agenda based on participant needs and time constraints.
- **Support**: Provide additional resources or reading materials for participants interested in further learning.

#### Additional Resources

- Oak Innovation Teamwork Skills Workshop Pack: Comprehensive materials to support your workshop facilitation.
- **Group Dynamics Workshop Pack**: In-depth exploration of team roles and dynamics.
- **Teamwork Skills Workshop Pack**: Focused materials on enhancing teamwork skills.

Feel free to adapt this guide to suit your specific audience and organizational context. If you need assistance customizing activities or integrating specific frameworks, don't hesitate to ask!

# 33. Mastering 360° Feedback. [Updated]:

Here's a detailed Facilitator's Guide for a 1-Day Intensive Workshop on **Mastering 360° Feedback**, based on Oak Innovation's comprehensive workshop pack. This guide is designed to help facilitators deliver an engaging and impactful session.

# **Workshop Overview**

**Title:** Mastering 360° Feedback **Duration:** 1 Day (6–7 hours)

Target Audience: Leaders, managers, HR professionals, and team facilitators

Format: Interactive, hands-on, and discussion-driven

Materials Provided: Editable PowerPoint slides, participant workbooks, facilitator notes,

and supporting resources

**Price:** \$80.00

Access: Instant digital download upon purchase

(Oak Innovation, Oak Innovation)



By the end of this workshop, participants will:

- Understand the principles and benefits of 360° feedback in performance management.
- Learn to design and implement a 360° feedback process within their organization.
- Develop skills to give and receive constructive feedback effectively.
- Create action plans for personal and team development based on feedback received.

# **!** Sample Agenda

Time	Activity	Objective
09:00- 09:30	Welcome & Icebreaker	Build rapport and set expectations
09:30- 10:15	Introduction to 360° Feedback	Understand the concept and its importance in performance management
10:15- 10:30	Break	Refresh and network
10:30- 11:30	Key Characteristics of Effective Appraisals	Learn the 12 characteristics of effective performance appraisal systems
11:30- 12:30	Designing a 360° Feedback Process	Step-by-step guide to implementing a 360° feedback process
12:30- 13:30	Lunch Break	Informal discussions and networking
13:30– 14:30	Giving and Receiving Constructive Feedback	Techniques for delivering and accepting feedback positively
14:30– 15:00	Action Planning	Develop personal and team development plans based on feedback
15:00- 15:30	Q&A and Wrap-Up	Address questions and summarize key takeaways
15:30- 16:00	Evaluation and Feedback	Collect participant feedback on the workshop

# Facilitator Tips

- **Preparation:** Familiarize yourself with the workshop materials and customize them to fit your audience's needs.
- **Engagement:** Encourage active participation through group discussions, role-playing, and real-life scenarios.

- **Environment:** Create a safe and open environment where participants feel comfortable sharing and receiving feedback.
- **Time Management:** Keep track of time to ensure all activities are covered without rushing.
- **Follow-Up:** Provide participants with additional resources and support after the workshop to reinforce learning.

# **Additional Resources**

- Sample Feedback Forms: Templates for collecting 360° feedback from various sources.
- Action Plan Templates: Tools to help participants create actionable development plans.
- **Further Reading:** Recommended articles and books on feedback and performance management.

# **Conclusion**

Oak Innovation's Mastering 360° Feedback workshop pack offers a comprehensive and customizable framework for facilitators aiming to enhance their team's performance through effective feedback. With ready-to-use materials and a structured approach, facilitators can deliver a high-impact session that drives organizational growth and development.

# 34. Resolving Conflicts Effectively. [Updated]:

Facilitator's Guide: 1-Day Intensive Workshop on Resolving Conflicts Effectively

#### **Workshop Overview**

This 1-day intensive workshop is designed to equip participants with practical conflict resolution skills, fostering open communication, reducing tension, and building stronger, more resilient teams. Utilizing Oak Innovation's comprehensive training materials, facilitators will guide participants through understanding conflict sources, exploring conflict-handling strategies, and applying these techniques in real-world scenarios. (Oak Innovation)

#### **Workshop Objectives**

By the end of this workshop, participants will:

- Understand the relationship between conflict and organizational dynamics.
- Identify sources and types of conflict within teams.
- Recognize different conflict-handling styles and strategies.
- Apply conflict resolution techniques to real-life situations.
- Develop action plans to manage and resolve conflicts constructively.

#### Workshop Agenda

Time	Activity	<b>Materials Needed</b>
09:00 – 09:30 AM	Welcome & Icebreaker	Icebreaker Activity Guide
09:30 – 10:30 AM	<b>Understanding Conflict</b>	Slide Deck, Participant Handouts
10:30 – 10:45 AM	Break	
10:45 – 12:00 PM	<b>Conflict Sources &amp; Types</b>	Training Guides, Flip Charts
12:00 – 01:00 PM	Lunch Break	
01:00 – 02:30 PM	Conflict-Handling Strategies	Slide Deck, Case Study Materials
02:30 – 02:45 PM	Break	
02:45 - 04:00 PM	<b>Role-Playing Exercises</b>	Role-Play Scenarios, Feedback Forms
04:00 – 04:30 PM	<b>Developing Action Plans</b>	Action Plan Templates, Pens
04:30 – 05:00 PM	Wrap-Up & Q&A	Feedback Forms, Evaluation Sheets

#### **Detailed Session Breakdown**

#### 1. Welcome & Icebreaker (30 minutes)

- o Begin with a brief introduction and overview of the day's objectives.
- o Conduct an icebreaker activity to set a collaborative tone.

#### 2. Understanding Conflict (1 hour)

- Present the definition of conflict and its potential impact on teams.
- Discuss the inevitability of conflict and the importance of addressing it constructively.

#### 3. Conflict Sources & Types (1 hour 15 minutes)

- Explore various sources of conflict such as communication breakdowns, differing values, and resource allocation.
- o Identify different types of conflict including interpersonal, intragroup, and intergroup conflicts.

#### 4. Conflict-Handling Strategies (1 hour 30 minutes)

- o Introduce the five conflict-handling styles: competing, collaborating, compromising, avoiding, and accommodating.
- o Discuss the advantages and disadvantages of each style.
- Guide participants through scenarios to practice identifying appropriate strategies.

#### 5. Role-Playing Exercises (1 hour 15 minutes)

- o Facilitate role-playing exercises where participants act out conflict scenarios.
- Encourage peer feedback and group discussion on the effectiveness of different approaches.

#### 6. Developing Action Plans (30 minutes)

- Assist participants in creating personalized action plans to apply conflict resolution techniques in their teams.
- Encourage setting specific, measurable, achievable, relevant, and time-bound (SMART) goals.

#### 7. Wrap-Up & Q&A (30 minutes)

- o Summarize key takeaways from the workshop.
- o Open the floor for questions and provide clarifications.
- o Distribute feedback forms to gather participant insights.

#### **Facilitator Tips**

- Ensure a safe and respectful environment where participants feel comfortable sharing experiences.
- Encourage active participation through discussions and group activities.
- Adapt the pace of the workshop to suit the needs and engagement levels of the participants.
- Use real-life examples to illustrate conflict scenarios and resolution strategies.
- Provide constructive feedback during role-playing exercises to enhance learning.

#### **Materials Provided**

- Instructor Manual (Updated)
- Slide Deck
- Training Games
- Icebreakers
- Training Guides
- Customizable Course Tests
- Hands-On Activities and Exercises
- Reading Lists
- Marketing Materials

Action Plans

These materials are designed to be editable, allowing facilitators to tailor the content to their specific organizational context. They are available in various formats including Word, PDF, and PowerPoint, ensuring flexibility in delivery. (Oak Innovation)

#### Conclusion

This workshop aims to transform conflict from a disruptive force into an opportunity for growth and collaboration. By equipping participants with the necessary skills and strategies, organizations can foster a more harmonious and productive work environment.

# Customer Service, Sales & Marketing.

# 35. Creating A Customer-Centric Mindset. [Updated]:

Here's a comprehensive Facilitator's Guide for a 1-Day Intensive Workshop on Creating a Customer-Centric Mindset, based on Oak Innovation's Customer Focus Skills course.



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#### **Workshop Title:**

**Creating a Customer-Centric Mindset** 

**Duration:** 

1 Day (6-7 hours)

#### **Target Audience:**

Customer-facing teams (e.g., customer service, sales, support), managers, and crossfunctional staff seeking to enhance customer-focused skills.

#### **Learning Objectives:**

By the end of this workshop, participants will be able to:

Understand the principles of customer-centricity.

- Apply active listening and empathy in customer interactions.
- Identify and address customer needs effectively.
- Cultivate a customer-first mindset within their teams.

# 31 Agenda Overview

Time	<b>Session Title</b>	Description
09:00 - 09:30	Welcome & Icebreaker	Introductions and setting expectations.
09:30 – 10:30	Understanding Customer-Centricity	Defining customer-centricity and its importance.
10:30 - 10:45	Break	Short break.
10:45 – 12:00	Active Listening & Empathy	Techniques for effective listening and demonstrating empathy.
12:00 - 13:00	Lunch Break	
13:00 – 14:30	Identifying Customer Needs	Methods to uncover and address customer needs.
14:30 - 14:45	Break	Short break.
14:45 – 16:00	Cultivating a Customer- First Mindset	Strategies to foster a customer-first culture within teams.
16:00 – 16:30	Action Planning & Wrap-Up	Developing personal action plans and concluding the workshop.

# **Session Details**

#### 1. Welcome & Icebreaker

- **Objective:** Build rapport and set a collaborative tone.
- **Activity:** "Two Truths and a Lie" Participants share two truths and one lie about themselves; others guess the lie.

#### 2. Understanding Customer-Centricity

- **Objective:** Define customer-centricity and its significance.
- Discussion Points:
  - o What does it mean to be customer-centric?
  - o Why is it crucial for business success?
- Activity: Group brainstorming on customer-centric behaviors.

#### 3. Active Listening & Empathy

- Objective: Enhance communication skills through active listening and empathy.
- Techniques:
  - o Paraphrasing

- Reflective listening
- o Empathetic responses
- Role-Playing: Practice scenarios to apply techniques.

#### 4. Identifying Customer Needs

- **Objective:** Learn methods to uncover and address customer needs.
- Methods:
  - o Open-ended questioning
  - o Observational techniques
  - Feedback solicitation
- Case Study: Analyze a customer interaction to identify needs.

#### 5. Cultivating a Customer-First Mindset

- **Objective:** Develop strategies to promote a customer-first culture.
- Strategies:
  - Leadership modeling
  - o Recognition of customer-centric behaviors
  - o Continuous feedback loops
- **Group Discussion:** Share ideas for fostering a customer-first environment.

#### 6. Action Planning & Wrap-Up

- **Objective:** Create actionable steps to implement learning.
- Activity: Participants develop personal action plans.
- Closing: Recap key takeaways and provide resources for further learning.

### Materials & Resources

- Oak Innovation's Customer Focus Skills Course Pack: Comprehensive materials including slides, exercises, and facilitator notes.
- Facilitation Skills Workshop Pack: Guidance on managing group dynamics and encouraging participation. (Oak Innovation)
- Free Sample Training Content: Access to sample training materials for customization.

# Tips for Facilitators

• **Engage Participants:** Encourage active participation through discussions and activities.

- Adapt Content: Tailor examples and scenarios to the specific industry or organization.
- Manage Time: Ensure sessions stay on schedule to cover all topics.
- Provide Feedback: Offer constructive feedback during role-plays and group activities.
- Follow-Up: Schedule a follow-up session to review action plan progress.



# Next Steps

To enhance the workshop experience, consider the following:

- **Pre-Workshop Survey:** Assess participants' current understanding and expectations.
- **Post-Workshop Evaluation:** Gather feedback to improve future sessions.
- **Ongoing Support:** Provide resources for continuous learning and development.

Here's a comprehensive Facilitator's Guide for a 1-Day Intensive Workshop on CRM Mastery, utilizing Oak Innovation's CRM Skills Workshop Pack. This guide is designed for facilitators aiming to deliver an engaging and impactful CRM training session.(Oak Innovation)

# 36. Customer Relationship Management (CRM) Mastery. [Updated]:

# S Facilitator's Guide: 1-Day Intensive Workshop on **CRM Mastery**

#### **Workshop Overview**

- **Duration**: 6 hours (with breaks)
- Audience: Customer service teams, sales professionals, and CRM administrators
- Objective: Equip participants with practical CRM skills to enhance customer relationships and drive business success
- Materials: 83-slide presentation, 58-page workbook, instructor manual, training games, exercises, and icebreakers

#### **Agenda**

Time	Activity	<b>Materials Needed</b>
09:00 – 09:30	Welcome & Icebreaker	Icebreaker activity (provided)
09:30 - 10:15	Module 1: Understanding CRM	Slides 1–15, Workbook pages 1–5
10:15 – 10:30	Break	
10:30 – 11:15	<b>Module 2: Customer Needs &amp; Types</b>	Slides 16–30, Workbook pages 6–10
11:15 – 12:00	Module 3: Delivering Exceptional Service	Slides 31–45, Workbook pages 11–15
12:00 – 13:00	Lunch Break	
13:00 - 13:45	Module 4: Continuous Improvement	Slides 46–60, Workbook pages 16–20
13:45 – 14:30	Module 5: CRM Implementation Strategies	Slides 61–75, Workbook pages 21–25
14:30 – 14:45	Break	
14:45 – 15:30	Interactive Exercise: CRM Scenarios	Scenario handouts (provided)
15:30 – 16:00	Q&A and Wrap-Up	Feedback forms (provided)
16:00	End of Workshop	

### **Facilitator Tips**

- **Preparation**: Familiarize yourself with all materials beforehand. Customize slides and workbook content to align with your organization's CRM systems and customer profiles.
- **Engagement**: Encourage participant interaction through discussions, Q&A sessions, and group activities.
- **Time Management**: Keep track of time to ensure all modules are covered. Adjust the pace as needed based on participant engagement.
- Follow-Up: Provide participants with additional resources and reading materials postworkshop to reinforce learning.

#### **Post-Workshop Actions**

- Feedback Collection: Distribute feedback forms to gather insights on the workshop's effectiveness and areas for improvement.
- **Action Plans**: Encourage participants to develop personal action plans outlining how they will apply CRM principles in their roles.
- Continuous Learning: Offer follow-up sessions or refresher courses to reinforce CRM concepts and address emerging challenges.

By following this guide, facilitators can deliver a structured and impactful CRM workshop that enhances participants' skills and contributes to improved customer relationships within the organization.

# 37. Handling Customer Complaints **Professionally.** [Updated]:

Here's a comprehensive Facilitator's Guide for a 1-Day Intensive Workshop on Handling Customer Complaints Professionally, based on Oak Innovation's "Managing Complaints Course" workshop pack.



# **Workshop Overview**

**Title:** Handling Customer Complaints Professionally

**Duration:** 1 Day (6–7 hours) Format: Instructor-led, interactive

Audience: Customer service teams, frontline staff, team leaders, HR professionals, and

internal trainers

Materials: Editable workshop pack from Oak Innovation

**Objective:** Equip participants with practical skills to manage customer complaints

effectively, turning challenges into opportunities for improvement.



### **Workshop Objectives**

By the end of this workshop, participants will be able to:

- 1. Understand the six key components of effective complaint management.
- 2. Apply a structured approach to handle complaints professionally.
- 3. Utilize real-world scenarios to practice complaint resolution.
- 4. Implement strategies to transform dissatisfied customers into loyal advocates.
- 5. Document and communicate complaints to drive continuous improvement.

### **Workshop Agenda**

#### **Session 1: Introduction to Complaint Handling (1 hour)**

#### • Welcome & Icebreaker (15 mins):

Engage participants with a brief activity to introduce themselves and share a memorable customer service experience.

#### • Overview of the Workshop (10 mins):

Outline the day's objectives and structure.

#### • The Importance of Effective Complaint Handling (35 mins):

Discuss the impact of complaint management on customer loyalty, business reputation, and team morale.

#### **Session 2: The Six Key Components of Complaint Management (2 hours)**

#### • Introduction to the Six Components (30 mins):

Present the six essential elements:

- 1. Contact Point
- 2. Investigation Methodology
- 3. Documentation
- 4. Communication
- 5. Resolution
- 6. Implementation of Learning/Improvements

#### • Group Activity: Case Study Analysis (1 hour):

Divide participants into small groups. Provide each group with a case study illustrating a complaint scenario. Have them identify how each of the six components applies to the case.

#### • Group Presentations & Discussion (30 mins):

Each group presents their analysis. Facilitate a discussion on best practices and lessons learned.

#### **Session 3: Practical Application through Role-Playing (2 hours)**

#### • Role-Playing Setup (15 mins):

Explain the role-playing activity. Assign roles: customer, frontline staff, and observer.

#### • Role-Playing Exercise (1 hour):

Participants engage in role-playing scenarios, practicing complaint handling using the six components.

#### • Feedback & Reflection (45 mins):

Observers provide constructive feedback. Discuss what strategies worked well and areas for improvement.

#### **Session 4: Developing an Action Plan (1 hour)**

- Individual Reflection (20 mins):
  - Participants reflect on their learning and identify areas they wish to improve.
- Action Plan Development (30 mins):
  - Guide participants in creating a personal action plan to implement the skills learned in their workplace.
- Sharing & Commitment (10 mins):
  - Invite volunteers to share their action plans. Encourage commitment to applying the strategies discussed.

# **\*** Facilitator Tips

- **Customization:** Utilize the editable workshop materials to tailor content to your organization's specific needs.
- **Engagement:** Incorporate interactive activities to maintain participant engagement.
- **Real-World Scenarios:** Use actual customer complaints (anonymized) to make the training relevant.
- Feedback: Encourage open feedback to foster a learning environment.
- **Follow-Up:** Plan a follow-up session to review the implementation of action plans and address challenges.

# **Resources**

- Oak Innovation Workshop Pack: Access the comprehensive, editable materials at Oak Innovation.
- Additional Training Materials: Explore other workshop packs to enhance your training offerings.(Oak Innovation)

# 38. Modern Marketing Mastery. [Updated]:

Here's a comprehensive Facilitator's Guide for a 1-Day Intensive Workshop on **Modern Marketing Mastery**, utilizing Oak Innovation's Marketing Skills Workshop Pack. This guide is designed to provide a structured, engaging, and impactful learning experience.

# **lette:** Workshop Title:

**Modern Marketing Mastery: A 1-Day Intensive** 



This workshop leverages Oak Innovation's comprehensive Marketing Skills Workshop Pack, offering a fully editable and customizable training kit. It includes instructor manuals, slide decks, workbooks, activities, and assessment tools—everything needed to facilitate dynamic, results-driven marketing workshops .(Oak Innovation)



# 👨 🏤 Target Audience:

- Internal Trainers, L&D Professionals, and Consultants
- People Managers, Team Leads, and Coaches
- HR Professionals and Learning Strategists
- Training Entrepreneurs



# Workshop Schedule:

#### **Session 1: Introduction to Modern Marketing**

- **Duration:** 60 minutes
- **Objectives:** 
  - Define key marketing skills and core marketing concepts.
  - Understand the marketing environment and factors influencing strategic management.
- Materials: Slide Deck, Instructor Manual, Participant Workbook
- Activities: Group discussion on current marketing trends and challenges.

#### **Session 2: The Marketing Environment**

- **Duration:** 90 minutes
- **Objectives:** 
  - Analyze factors that demand strategic management skills.
  - Assess the level of control a company has over marketing.
  - Identify the main aims of marketing.
- Materials: Slide Deck, Instructor Manual, Participant Workbook
- **Activities:** SWOT analysis in small groups.

**Break: 15 minutes** 

- **Duration:** 90 minutes
- Objectives:
  - o Understand the BCG Matrix and its application in marketing strategy.
  - o Identify product growth opportunities using the BCG Matrix.
- Materials: Slide Deck, Instructor Manual, Participant Workbook
- Activities: Case study analysis and group presentations.

#### **Lunch Break: 60 minutes**

#### **Session 4: Practical Application and Strategy Development**

- **Duration:** 90 minutes
- Objectives:
  - o Apply learned concepts to real-world scenarios.
  - Develop actionable marketing strategies.
- Materials: Slide Deck, Instructor Manual, Participant Workbook
- Activities: Strategy development workshop in groups.

#### **Break: 15 minutes**

#### Session 5: Wrap-Up and Q&A

- **Duration:** 30 minutes
- Objectives:
  - o Review key takeaways from the workshop.
  - o Address any remaining questions or concerns.
- Materials: Slide Deck, Instructor Manual
- Activities: Open floor Q&A session.

### **Materials and Resources:**

- Instructor Manual: Detailed guide with session objectives, timings, and facilitation tips
- Slide Deck: Visually engaging slides to support each session.
- Participant Workbook: Exercises, case studies, and space for notes.
- Assessment Tools: Quizzes and feedback forms to evaluate learning outcomes.
- Training Games and Icebreakers: Engaging activities to enhance participation and learning.

# Facilitation Tips:

- Engage Participants: Encourage active participation through discussions and group activities.
- **Adapt Content:** Customize the materials to fit the specific needs and context of your
- Manage Time: Keep track of time to ensure all sessions are covered without rushing.
- **Provide Support:** Offer assistance and clarification during activities and discussions.
- Gather Feedback: Use assessment tools to gather participant feedback for continuous improvement.



## **Expected Outcomes:**

By the end of this workshop, participants will:

- Have a solid understanding of modern marketing concepts and strategies.
- Be able to analyze the marketing environment and apply strategic tools like the BCG Matrix.
- Develop actionable marketing strategies tailored to their organizational context.
- Be equipped to implement learned concepts in real-world scenarios.



### **Additional Information:**

Oak Innovation's Marketing Skills Workshop Pack is designed to save time while delivering proven, professional content trusted by leading brands worldwide. The materials are fully customizable, allowing facilitators to tailor the workshop to their specific audience and objectives .(Oak Innovation)

Feel free to adjust the schedule and content based on the specific needs and context of your participants. This guide provides a structured framework to ensure a comprehensive and engaging learning experience.

## 40. Sales Success Training. [Updated]:

Below is a structured Facilitator's Guide for a 1-Day Intensive Workshop on "Negotiating with Confidence" utilizing the comprehensive materials from Oak Innovation's Negotiation Skills Workshop Pack.



Title: Negotiating with Confidence: A 1-Day Intensive Workshop

**Duration:** 6–7 hours (including breaks)

Target Audience: Managers, team leaders, HR professionals, and business consultants

#### **Learning Objectives:**

- Understand the fundamentals of negotiation and conflict resolution
- Identify and adopt key negotiation roles and responsibilities
- Navigate the full negotiation process from preparation to closure
- Apply practical strategies through real-world scenarios and role-play exercises

# **materials Provided by Oak Innovation**

The workshop pack includes:

- Editable slide deck
- Participant workbook
- Instructor manual
- Engaging training games and icebreakers
- Assessment tools
- Marketing materials
- Actionable plans

These resources are designed to be fully customizable, allowing facilitators to tailor the content to their specific audience and organizational context.



Session 1: Introduction to Negotiation (9:00 AM – 10:30 AM)

- Welcome & Icebreaker: "Negotiation Bingo" participants find others who match specific negotiation scenarios.
- Overview: Definition of negotiation and its significance in professional settings.
- **Discussion:** Common causes of conflict and how negotiation serves as a resolution tool.
- Activity: Group discussion on personal experiences with negotiation.

*Materials Used:* Slide deck on negotiation fundamentals, participant workbook exercises.(Oak Innovation)

#### Session 2: Understanding Roles in Negotiation (10:45 AM – 12:15 PM)

- **Presentation:** Key roles in a negotiation team (lead negotiator, analyst, recorder).
- **Interactive Exercise:** Role-play to practice these roles in a mock negotiation scenario.
- **Debrief:** Group discussion on the importance of each role and effective collaboration.

Materials Used: Slide deck on team roles, participant workbook activities.

#### **Lunch Break (12:15 PM – 1:15 PM)**

#### Session 3: The Negotiation Process (1:15 PM – 2:45 PM)

- Presentation: Stages of the negotiation process: preparation, bargaining, and closure.
- Case Study: Analysis of a real-world negotiation scenario.
- Activity: Small group discussions to outline strategies for each stage.

Materials Used: Slide deck on negotiation stages, participant workbook case study.

#### Session 4: Practical Application through Role-Play (3:00 PM – 4:30 PM)

- Role-Play Setup: Participants are assigned roles in a simulated negotiation scenario.
- Activity: Conduct the negotiation, applying learned strategies.
- Feedback: Facilitator and peer feedback on performance.

Materials Used: Role-play scripts, participant workbook for reflection.

#### Closing Session: Reflection and Action Planning (4:30 PM – 5:00 PM)

- **Reflection:** Participants share key takeaways from the workshop.
- Action Planning: Develop personal action plans to implement negotiation strategies in their roles.
- Closing Remarks: Encouragement to continue practicing and refining negotiation skills.

Materials Used: Participant workbook for action planning.



## **S** Facilitator Tips

- **Preparation:** Familiarize yourself with all materials prior to the workshop.
- Engagement: Encourage active participation through discussions and activities.
- Adaptation: Be prepared to adjust the agenda based on participant needs and time constraints.
- **Feedback:** Provide constructive feedback during role-plays to enhance learning.



## Additional Resources

- Oak Innovation's Negotiation Skills Workshop Pack: Access the full suite of materials here:
- **Trainer's Ultimate Edition:** For facilitators seeking a broader range of workshop materials, consider the Trainer's Ultimate Edition, which includes 52 editable workshop packs across various topics.

## 40. Sales Success Training. [Updated]:

Here's a comprehensive Facilitator's Guide for a 1-Day Intensive Workshop on **Sales Success**, based on Oak Innovation's Sales Skills Workshop Pack. This guide is tailored for trainers, HR professionals, and business leaders aiming to elevate their sales teams' performance.

# **Solution** Facilitator's Guide: 1-Day Intensive Sales Success Workshop

**Duration:** 6 hours (including breaks)

Format: Instructor-led with interactive activities

Materials Provided: 106-slide deck, 71-page workbook, training guides, assessments,

marketing materials, and actionable plans

Source: Oak Innovation Sales Skills Workshop Pack (Oak Innovation)

## **Workshop Objectives**

By the end of this workshop, participants will be able to:

- Understand the complete sales process from prospecting to closing.
- Enhance communication skills to build rapport and trust with clients.
- Effectively manage client expectations and handle objections.
- Utilize proven closing strategies to seal deals confidently.

## **(!)** Workshop Agenda

Time	Activity	<b>Materials Used</b>
09:00 - 09:30	Welcome & Icebreaker: Introductions and setting expectations	Icebreaker activity sheet
09:30 - 10:30	Module 1: Mastering the Sales Process: Understanding buyer behavior and the AIDA model	Slide deck, workbook exercises
10:30 - 10:45	Break	
10:45 – 12:00	Module 2: Sharpening Communication Skills: Active listening, questioning techniques, and rapport building	Slide deck, role- playing scenarios
12:00 - 13:00	Lunch Break	
13:00 – 14:30	Module 3: Managing Client Expectations: Setting and exceeding client expectations, handling objections	Slide deck, group discussions
14:30 – 14:45	Break	

Time	Activity	<b>Materials Used</b>
14:45 – 16:00	Module 4: Closing Deals Effectively: Recognizing buying signals and applying closing techniques	Slide deck, case studies
16:00 – 16:30	Wrap-Up & Q&A: Recap of key learnings and open floor for questions	Feedback forms
16:30 – 17:00	<b>Action Planning</b> : Participants create personal action plans for applying learnings	Action plan templates

## **%** Facilitator Tips

- **Engage Participants:** Encourage active participation through questions and discussions.
- Adapt Content: Tailor examples and scenarios to the specific industry or challenges of the participants.
- **Manage Time Effectively:** Keep track of time to ensure all modules are covered without rushing.
- **Provide Real-World Examples:** Share personal experiences or case studies to illustrate key points.
- **Encourage Networking:** Allow time for participants to network and share experiences during breaks.

## **Additional Resources**

- Oak Innovation's Sales Skills Workshop Pack includes editable materials for customization.
- Access to a community of facilitators for support and idea sharing.
- Optional follow-up sessions for reinforcement and advanced topics.

This workshop is designed to be flexible and can be adapted to suit different group sizes and organizational needs. The materials provided are comprehensive and can be used for future training sessions, ensuring long-term value.

## 41. <u>Telesales Mastery</u>. [Updated]:

Oak Innovation's **Telesales Skills** Workshop Pack is a comprehensive, editable training resource designed to enhance telesales performance. Priced at \$80, it includes a professionally designed slide deck, detailed workbook, engaging activities, and step-by-step training guides, all customizable to fit your team's needs. (Oak Innovation)

# Facilitator's Guide: 1-Day Intensive Workshop on Telesales Mastery

**Target Audience:** Sales teams, telesales professionals, and customer service representatives.

**Delivery Mode:** In-person or virtual (via Zoom, Teams, etc.).

**Duration:** 6 hours (with breaks).

**Materials Provided:** Editable slide deck, participant workbook, facilitator guide, and interactive exercises.

### **Workshop Objectives**

By the end of this workshop, participants will be able to:

- Identify and overcome common barriers in telesales.
- Master a structured telesales process to build trust and close deals effectively.
- Enhance communication skills, including voice modulation, attitude, and active listening.
- Understand customer psychology to turn objections into opportunities.
- Recognize and avoid the "seven deadly sins" of telesales.

#### **Agenda**

#### 9:00 AM - 9:30 AM: Welcome & Icebreaker

- Introduction to the workshop objectives and agenda.
- Interactive icebreaker activity to engage participants.

#### 9:30 AM – 10:30 AM: Understanding Telesales Challenges

- Discussion on common obstacles in telesales.
- Group activity: Identifying personal telesales challenges.

#### **10:30 AM – 10:45 AM: Morning Break**

#### 10:45 AM – 12:00 PM: The Telesales Process

- Overview of a structured telesales process.
- Role-playing exercise: Practicing each stage of the telesales call.

#### 12:00 PM - 1:00 PM: Lunch Break

#### 1:00 PM – 2:00 PM: Effective Communication Techniques

- Training on voice modulation, positive attitude, and active listening.
- Interactive exercises to practice communication skills.

#### 2:00 PM - 3:00 PM: Handling Objections

- Understanding customer psychology.
- Techniques for turning objections into opportunities.
- Group discussion and role-playing scenarios.

#### 3:00 PM - 3:15 PM: Afternoon Break

#### 3:15 PM – 4:15 PM: Avoiding Common Mistakes

- Presentation on the "seven deadly sins" of telesales.
- Case studies and group analysis.

#### 4:15 PM – 4:45 PM: Action Planning

- Participants create a personal action plan to implement learned strategies.
- Sharing action plans with the group for feedback.

#### 4:45 PM – 5:00 PM: Closing Remarks & Evaluation

- Summary of key takeaways.
- Participant feedback and evaluation of the workshop.

#### **Facilitator Tips**

- Encourage active participation and create a safe environment for role-playing.
- Use real-world examples to illustrate key concepts.
- Adapt the workshop content to suit the specific needs of your team.
- Provide constructive feedback during exercises to enhance learning.

#### **Additional Resources**

- For ongoing development, consider Oak Innovation's Trainer's Ultimate Edition, which offers 52 editable workshop packs, including topics on leadership, communication, and sales.
- Explore other business skills workshop packs available at Oak Innovation. (Oak Innovation)

This workshop is designed to be interactive and engaging, providing participants with practical skills that can be immediately applied to improve their telesales performance.

# Project, Quality & Performance Management.

# 42. <u>Benchmarking For Performance Improvement.</u> [Updated]:

Here's a **Facilitator's Guide Timings** for a **1-Day Intensive Workshop** on **Performance Benchmarking**, built around the Oak Innovation *Benchmarking For Performance Improvement* workshop pack. This guide aligns with Oak Innovation's strengths — its editable, outcome-focused design and user-friendly materials — highlighted on our product page (<u>oakinnovation.com</u>).

## Facilitator's Guide: 1-Day Intensive Workshop

**Workshop Title:** Driving Operational Excellence Through Performance Benchmarking **Duration:** 1 full day (approx. 8 hours)

**Audience:** Trainers, team leads, process managers, performance improvement champions **Goal:** Empower participants to understand and apply performance benchmarking techniques to uncover best practices, improve processes, and drive performance.

## Session Overview & Agenda

Time	<b>Session Title</b>	Objectives & Activities
09:00-09:30	Welcome & Workshop Objectives	- Introduce facilitator and participants- Outline objectives: understand benchmarking, apply tools, plan improvements
09:30–10:30	Fundamentals of Performance Benchmarking	- Define benchmarking: comparing processes/metrics to best practices. Discuss types: performance, process,

Time	<b>Session Title</b>	Objectives & Activities strategic, internal/external. Group discussion: why benchmarking matters in participants' contexts
10:30-10:45	Break	
10:45–12:00	Benchmarking Methodology (12- Stage Approach)	Walk through a structured process: select subject, define process, identify partners/data, collect data, gap analysis, implement and review.
12:00-13:00	Lunch & Benchmarking Video Case	- Show real-world benchmarking example or case study (suggested) to spark insights
13:00–14:30	Hands-On Activity: Benchmark Mapping	- In small teams, choose a process from participants' organizations (e.g., onboarding, service delivery) and map it Identify performance metrics and compare to hypothetical industry benchmarks.
14:30–14:45	Break	
14:45–15:45	Data Gathering & Analyzing Performance Gaps	- Demonstrate how to collect relevant data and analyze gaps Activity: teams draft simple data collection and analysis plan.
15:45–16:30	Action Planning & Implementation	- Teams outline targeted improvement initiatives using benchmarking insights Use SMART goals and define next steps.
16:30–17:00	Wrap-Up & Commitments	- Teams present key takeaways and action plans Reflective debrief and evaluation.

## **How to Leverage the Oak Innovation Pack**

Oak Innovation's content is editable, professional, and workshop-proven. Here's how to integrate it effectively:

- **Slide Decks**: Use pre-built slides for key definitions, processes, frameworks. Personalize branding and examples.
- Facilitator's Notes: Follow guidance on timing, discussion prompts, and tips. Adapt tone and language to your audience.
- Workbooks & Handouts: Distribute process maps, benchmarking worksheets, data planning templates for group activities.
- Editable Resources: Customize content to reflect specific industries, add local metrics, or tailor group exercises.

## **Workshop Essentials**

## **Pre-Workshop Preparation (Facilitator)**

- Familiarize yourself with the benchmarking pack—it's designed for versatility and real-world application.
- Select or craft a benchmarking case relevant to participants' context.
- Prepare materials: flipcharts, markers, sticky notes, printed templates, projector.

### **Participant Materials**

- Individual workbook with process mapping and gap analysis templates.
- Access to data or example datasets where possible.
- Optional: industry benchmark examples for context.

## **Facilitation Tips**

- Encourage interactive and experiential learning (e.g., group work, real examples).
- Keep energy high with dynamic pacing and timely breaks.
- Offer real-world relevance by encouraging participants to apply benchmarking to actual challenges in their organization.

## **Post-Workshop Follow-Up**

- Send participants their action plans and encourages accountability.
- Offer optional follow-up session(s) to review progress and troubleshoot implementation.

## **Summary & Why This Works**

- **Structured Learning Path**: Opening with concepts, moving through methodology, and culminating in hands-on planning creates clarity and momentum.
- **Engagement-Driven**: Activities encourage participants to apply learning directly to their work context.
- **Customizable Assets**: Oak Innovation provides editable, quality materials that save development time while enhancing local relevance.
- Lasting Impact: Action plans and follow-up ensure the workshop leads to measurable change.

## 43. Essential Auditing Practices. [Updated]:

Here's a detailed Facilitator's Guide for a 1-day intensive workshop on **Essential Auditing Practices**, utilizing Oak Innovation's Auditor Skills Workshop Pack. This guide is designed to be engaging, practical, and suitable for both new and experienced internal auditors, quality assurance professionals, compliance officers, and risk management teams.(oakinnovation.com)

# **Solution** Facilitator's Guide: 1-Day Intensive Workshop on Essential Auditing Practices

## **Workshop Overview**

This workshop equips participants with the knowledge and practical skills to conduct effective internal audits, identify areas for improvement, and drive positive change within your organization. Through engaging content and hands-on exercises, participants will master the entire audit process, from planning and preparation to reporting and follow-up.

## Workshop Materials

Utilize Oak Innovation's Auditor Skills Workshop Pack, which includes:

- Editable slides
- Facilitator's guide
- Participant workbook
- Interactive exercises
- Case studies
- Assessment tools
- · Icebreakers and training games

These materials are designed to be customizable, allowing you to tailor the content to your organization's specific needs.

## Workshop Schedule

#### Session 1: Introduction to Auditing (9:00 AM – 10:30 AM)

- **Objective:** Understand the fundamentals of auditing and its importance in organizational success.
- Activities:
  - Icebreaker: "Audit Bingo" Participants identify audit-related terms in a bingo format.
  - o Presentation: Overview of auditing principles and types of audits.

 Group Discussion: Share experiences with audits and discuss common challenges.

## Session 2: Planning and Scheduling Audits (10:45 AM – 12:15 PM)

- **Objective:** Learn how to effectively plan and schedule audits to ensure thoroughness and efficiency.
- Activities:
  - o Interactive Exercise: Develop an audit plan for a hypothetical scenario.
  - o Case Study: Analyze a past audit plan and identify areas for improvement.
  - o Group Discussion: Best practices for audit scheduling and resource allocation.

## **Lunch Break (12:15 PM – 1:15 PM)**

#### Session 3: Conducting the Audit (1:15 PM – 2:45 PM)

- **Objective:** Acquire skills to conduct audits, including evidence gathering and questioning techniques.
- Activities:
  - o Role-Playing: Simulate an audit interview with participants taking on different roles.
  - o Workshop: Practice evidence collection and documentation.
  - o Group Discussion: Challenges faced during audits and strategies to overcome them.

## Session 4: Reporting and Follow-Up (3:00 PM – 4:30 PM)

- **Objective:** Master the process of reporting audit findings and ensuring follow-up actions.
- Activities:
  - o Interactive Exercise: Draft an audit report based on collected evidence.
  - o Case Study: Review a sample audit report and discuss its effectiveness.
  - o Group Discussion: Importance of follow-up and continuous improvement.

#### Closing Session: Reflection and Q&A (4:30 PM – 5:00 PM)

- Objective: Reflect on the day's learning and clarify any remaining questions.
- Activities:
  - o Reflection Exercise: Participants share key takeaways from the workshop.
  - Q&A Session: Address any questions or concerns raised by participants.
  - Feedback Collection: Gather participant feedback to improve future workshops.

## Tips for Effective Facilitation

- **Engage Participants:** Encourage active participation through discussions and interactive activities.
- Adapt Content: Tailor examples and case studies to the specific industry or organization of the participants.
- Manage Time: Keep sessions on schedule to ensure all topics are covered.
- **Provide Support:** Offer assistance during exercises and be available for questions throughout the day.

## **Post-Workshop Actions**

- Follow-Up: Send participants a summary of key points and additional resources.
- **Assessment:** Evaluate the effectiveness of the workshop through participant feedback and assessments.
- **Continuous Improvement:** Use feedback to refine and improve future workshops.

By following this guide and utilizing the comprehensive materials provided in Oak Innovation's Auditor Skills Workshop Pack, you can deliver a high-impact, engaging, and effective auditing workshop that enhances the skills and capabilities of your team.

## 44. Project Management Excellence. [Updated]:

Based on Oak Innovation's comprehensive Project Management Skills Workshop Pack, here's a structured Facilitator's Guide for a 1-day intensive workshop. This guide is designed to maximize engagement and learning outcomes, leveraging the editable materials provided in the pack.(Oak Innovation)

# **Solution** Facilitator's Guide: 1-Day Intensive Workshop on Project Management Excellence

**Duration**: 6 hours (including breaks)

Audience: Project managers, team leads, HR professionals, and internal trainers

Materials Provided: 75-page workbook, 84-slide PowerPoint deck, instructor manual,

interactive games, customizable tests

Facilitator Preparation: Customize slides and workbook to suit your audience; prepare any

necessary materials for activities.

**Morning Session: Foundations of Project Management (3 hours)** 

#### 9:00 – 9:30 AM: Welcome & Icebreaker

- Introduce yourself and outline the day's agenda.
- Conduct a quick icebreaker activity to foster interaction.

#### 9:30 – 10:15 AM: Module 1: Mastering the Project Management Process

- Present key methodologies, tools, and techniques for each project phase.
- Use the 84-slide deck to guide the discussion.
- Facilitate a Q&A session to clarify concepts.

#### 10:15 - 10:30 AM: Morning Break

#### 10:30 – 11:15 AM: Module 2: Defining & Structuring Projects

- Discuss setting clear goals and identifying critical success factors.
- Engage participants in a group activity to define a sample project's scope.

#### 11:15 – 12:00 PM: Module 3: Clarifying Roles & Responsibilities

- Explore the functions of various team members.
- Use case studies to illustrate role clarity in successful projects.

#### 12:00 – 1:00 PM: Lunch Break

# **!** Afternoon Session: Practical Application & Advanced Techniques (3 hours)

#### 1:00 – 1:45 PM: Module 4: Planning, Scheduling & Budgeting

- Teach practical skills in task planning, resource allocation, and budgeting.
- Use interactive exercises to reinforce learning.

#### 1:45 – 2:30 PM: Module 5: Monitoring, Controlling & Delivering Results

- Discuss best practices for project monitoring and contingency planning.
- Facilitate a role-playing activity to practice decision-making.

#### 2:30 – 2:45 PM: Afternoon Break

### 2:45 – 3:30 PM: Module 6: Avoiding Common Pitfalls

- Analyze common reasons for project failure and strategies to avoid them.
- Conduct a group discussion on lessons learned from past projects.

#### 3:30 - 4:00 PM: Wrap-Up & Q&A

• Summarize key takeaways from the workshop.

• Open the floor for final questions and feedback.

#### 4:00 PM: Adjourn

## Tips for Effective Facilitation

- Engage Participants: Encourage questions and discussions to maintain interest.
- Use Real-World Examples: Relate concepts to actual projects to enhance relevance.
- Monitor Time: Keep track of time to ensure all modules are covered.
- **Provide Resources**: Share additional reading materials or resources for further learning.

This workshop is designed to provide participants with a comprehensive understanding of project management principles, equipping them with the skills to manage projects effectively.

## 45. Quality Management Fundamentals. [Updated]:

Here's a comprehensive Facilitator's Guide for a 1-Day Intensive Workshop on **Quality Management Essentials**, based on Oak Innovation's Quality Management Skills Workshop Pack.

# **Workshop Overview**

Title: Quality Management Essentials

**Duration:** 1 Day (6–7 hours)

Format: Interactive, scenario-based learning

**Materials:** Editable slide deck, participant workbook, facilitator notes, and handouts **Ideal For:** Internal trainers, L&D professionals, people managers, and consultants

Price: \$80 (one-time purchase, reusable) (Oak Innovation)

# **Workshop Objectives**

By the end of this workshop, participants will:

- Understand the true value of quality and dispel common myths.
- Recognize the importance of design in quality management.
- Learn how every employee can contribute to quality through effective QMS ownership.
- Apply project management tools and problem-solving techniques for continuous improvement.

# **(L)** Sample Agenda

Time	Activity	Description
09:00-09:30	Welcome & Icebreaker	Introduce participants and set expectations.
09:30-10:30	Module 1: What Is Quality?	Discuss definitions, myths, and the business value of quality.
10:30-10:45	Break	Short break.
10:45–12:00	Module 2: Designing for Quality	Explore the link between design and knowledge in quality management.
12:00-13:00	Lunch	Break for lunch.
13:00–14:30	Module 3: People & Quality	Discuss how every employee can champion quality through QMS ownership.
14:30-14:45	Break	Short break.
14:45–16:00	Module 4: Quality Assurance in Action	Apply project management tools and problem- solving techniques for improvement.
16:00-16:30	Wrap-Up & Q&A	Summarize key learnings and address any questions.

## Module Breakdown

## **Module 1: What Is Quality?**

- Content: Definitions, myths, and the business value of quality.
- Activities: Group discussion and myth-busting exercise.
- Materials: Slide deck and participant workbook.

## **Module 2: Designing for Quality**

- **Content:** The link between design and knowledge in quality management.
- Activities: Case study analysis and group brainstorming.
- Materials: Slide deck and participant workbook.

## **Module 3: People & Quality**

- Content: How every employee can champion quality through QMS ownership.
- Activities: Role-playing scenarios and group discussions.
- Materials: Slide deck and participant workbook.

#### **Module 4: Quality Assurance in Action**

- **Content:** Applying project management tools and problem-solving techniques for continuous improvement.
- Activities: Interactive exercises and group problem-solving sessions.

• Materials: Slide deck, participant workbook, and handouts.

## **facilitator** Tips

- **Preparation:** Familiarize yourself with all materials beforehand.
- Engagement: Encourage participation through questions and discussions.
- Flexibility: Adapt the agenda as needed based on participant engagement.
- Time Management: Keep track of time to ensure all modules are covered.
- Feedback: Collect feedback at the end to improve future sessions.

Feel free to adjust the agenda and activities to suit your specific audience and objectives.

## Personal Effectiveness & Professional Skills.

## 46. **Boosting Personal Productivity.** [Updated]:

Here's a sample Facilitator's Guide Timings for a 1-Day Intensive Workshop on Boosting Personal Productivity, using Oak Innovation's ready-to-go "Personal Productivity Skills Workshop Pack" as the core content. This guide leverages the flexibility and completeness of the pack—workbooks, slide decks, instructor guides, and activities — while offering a structured and engaging flow for your participants.

## **Core Product Overview**

Oak Innovation's **Personal Productivity Skills Workshop Pack** is a customizable, ready-to-deliver training kit designed to run a high-impact one-day workshop with minimal prep time. Priced around \$80, it includes comprehensive workbooks, dynamic slide decks, instructor guides, and interactive activities — perfect for addressing time management, planning, procrastination, proactive work habits, and SMART goal-setting.

**Workshop Timing & Structure (1-Day Agenda)** 

Time	Segment	<b>Activity Highlights</b>
09:00-09:15	Welcome & Warm-Up	Introduce workshop goals; quick icebreaker on personal productivity habits
09:15-10:30	Module 1: Fundamentals	Present core productivity concepts using slides + workbook exercises
10:30-10:45		Informal chat, stretch
10:45-12:00	Module 2: Planning & Prioritization	Hands-on planning frameworks, identify task "time bandits"
12:00-13:00	Lunch	Encourage informal sharing of productivity tips
13:00–14:15	Module 3: Overcoming Procrastination	Dive into procrastination strategies with group activity
14:15-14:30	Break	Coffee, reflection
14:30–15:45	Module 4: SMART Goals & Proactive Work	Guiding participants through goal-setting and future orientation
15:45–16:30	Action Planning & Wrap-Up	Individual commitment planning + peer sharing
16:30–17:00	Optional Coaching & Feedback	One-on-one or small group reflections

## **Detailed Session Guidance**

## 1. Welcome & Warm-Up (09:00-09:15)

- Objective: Establish rapport and surface productivity challenges.
- Facilitation: Use a quick "Then vs Now" poll: What's one thing you'd like to improve about how you work?
- Materials: Slides for objectives; workbook for initial reflections.

#### 2. Module 1: Fundamentals (09:15–10:30)

- Focus: Introduce core productivity theories and time management strategies.
- **Facilitation**: Present key models; prompt participants to reflect on personal barriers using workbook prompts.
- Materials: PowerPoint slides; workbook exercises.

## 3. Module 2: Planning & Prioritization (10:45–12:00)

- **Focus**: Teach prioritization frameworks (e.g., Eisenhower Matrix) and planning techniques.
- Facilitation: Run a "Task Prioritization" small group challenge.
- Materials: Slides; workbook; optional flip charts.

## 4. Module 3: Overcoming Procrastination (13:00–14:15)

- Focus: Provide tools like the Pomodoro Technique and chunking tasks.
- Facilitation: Groups develop strategies for "stuck" tasks and share with the class.
- Materials: Workbook guides; facilitator prompt cards.

### 5. Module 4: SMART Goals & Proactive Work (14:30–15:45)

- **Focus**: Empower participants to set specific, measurable, achievable, relevant, and time-bound goals.
- Facilitation: Participants draft SMART goals, then peer-review them in pairs.
- Materials: Slide templates; SMART goal worksheet.

## 6. Action Planning & Wrap-Up (15:45–16:30)

- Focus: Transition insights into committed actions.
- **Facilitation**: Ask "What will you do differently starting tomorrow?" Then, facilitate peer accountability pledges.
- Materials: Action plan worksheet; optional "productivity pledge" slides.

## 7. Optional Coaching & Feedback (16:30–17:00)

- Focus: Offer personalized guidance and capture workshop feedback.
- Facilitation: Conduct rapid pulse-checks or use exit-ticket reflections in writing.
- Materials: Feedback forms; additional coaching prompts.

## **Customization Tips**

- **Branding**: Apply your logo and visual style to slides and handouts for cohesion.
- Adjust Complexity: Simplify or expand activities based on participant experience.
- **Sector Examples**: Integrate scenarios relevant to participants' contexts (e.g., remote work, fast-paced environments).
- **Follow-Up**: Offer optional post-workshop coaching or community for sustained accountability.

## **Facilitation Essentials**

- **Mindset**: Emphasize practitioner confidence this kit is designed for easy delivery, whether you're a first-time trainer or a pro .
- **Delivery Style**: Be interactive balance slides with discussion, group reflection, and hands-on tasks.
- **Support**: Use worksheets and prompts to guide discussions without overloading on theory.
- Engagement: Encourage lively discourse, honest sharing, and peer connection.

## Why This Works

- **Turnkey Ready**: Everything needed to run a full day of training is included facilitator guides, workbooks, slides, and interactive tools.
- Customizable: Tailor to your organization's branding, audience level, and delivery mode (in-person or virtual).
- Engaging: Built-in activities and workbook exercises keep participants energized and grounded in real-world application.

## 47. <u>Creative Problem Solving.</u> [Updated]:

Here's a detailed Facilitator's Guide for a 1-Day Intensive Workshop on Creative Problem Solving, based on the Oak Innovation workshop pack:



## **Workshop Overview**

**Title:** Creative Problem Solving **Duration:** 1 Day (6–8 hours) Format: In-person or virtual

Audience: Teams, managers, and professionals seeking to enhance problem-solving skills

Materials Provided: Instructor Manual, Slide Deck, Course Workbook, Activities,

Icebreakers, Action Plans (Oak Innovation)



## 🚫 Learning Objectives

By the end of this workshop, participants will be able to:

- Define problem-solving and identify different types of problems
- Apply ten essential problem-solving techniques
- Utilize a seven-step problem-solving model
- Implement planning methods like PDCA Cycle and Force Field Analysis
- Recognize and overcome common pitfalls in problem-solving
- Develop actionable strategies for real-world challenges



## **31** Workshop Agenda

**Session 1: Introduction to Problem-Solving (60 minutes)** 

- **Icebreaker Activity:** "Problem-Solving Bingo" Participants share personal problem-solving experiences to build rapport.
- **Discussion:** What is problem-solving?
- Overview: Types of problems (simple, complicated, complex, chaotic)
- Activity: Group discussion on recent challenges faced and initial thoughts on solutions.

## **Session 2: Problem-Solving Techniques (90 minutes)**

- **Presentation:** Overview of ten essential problem-solving techniques.
- Group Activity: Case study analysis using selected techniques.
- **Debrief:** Share insights and discuss the applicability of each technique.

#### **Break (15 minutes)**

## **Session 3: Structured Problem-Solving Process (90 minutes)**

- Introduction: Seven-step problem-solving model.
- Activity: Participants apply the model to a hypothetical scenario.
- **Discussion:** Challenges encountered and strategies to address them.

#### **Lunch Break (60 minutes)**

### **Session 4: Planning and Analysis Tools (90 minutes)**

- **Presentation:** Introduction to PDCA Cycle and Force Field Analysis.
- **Group Activity:** Teams create action plans using these tools for a given problem.
- Feedback: Peer review of action plans and suggestions for improvement.

#### **Break (15 minutes)**

#### **Session 5: Overcoming Pitfalls and Resistance (60 minutes)**

- **Discussion:** Common pitfalls in problem-solving and strategies to overcome them.
- Role-Playing: Simulate scenarios involving resistance to change.
- **Debrief:** Reflect on experiences and lessons learned.

#### **Session 6: Action Planning and Wrap-Up (60 minutes)**

- Activity: Participants develop personal action plans to implement learned techniques.
- **Sharing:** Voluntary sharing of action plans with the group.
- Closing Remarks: Summarize key takeaways and encourage ongoing practice.

## **facilitation** Tips

• Engagement: Encourage active participation through discussions and activities.

- Adaptability: Be prepared to adjust the agenda based on group dynamics and time constraints.
- **Support:** Provide additional resources or explanations as needed to ensure understanding.
- **Feedback:** Solicit participant feedback at the end of the session to improve future workshops.

## Additional Resources

- Reading List: Recommended books and articles on creative problem-solving.
- Online Tools: Links to digital tools for brainstorming and analysis.
- Follow-Up: Suggestions for continued learning and practice post-workshop.

For more information or to purchase the workshop pack, visit <u>Oak Innovation's Creative Problem Solving Workshop Pack</u>.

## 48. Managing Stress Effectively. [Updated]:

Here's a comprehensive Facilitator's Guide for a 1-Day Intensive Workshop on **Managing Stress Effectively**, based on Oak Innovation's Corporate Stress Management Skills Workshop Pack. This guide is designed to maximize engagement, learning outcomes, and practical application.

# **©** Facilitator's Guide: 1-Day Intensive Workshop on Managing Stress Effectively

**Duration:** 6 hours (with breaks)

Target Audience: Employees, managers, HR professionals, and team leads

Materials Provided: 62-slide presentation, 63-page workbook, interactive games,

icebreakers, and practical exercises

Facilitator: [Your Name]

Location: [Venue Name], [Address](Oak Innovation,)

## Workshop Agenda

Time Activity Objective

09:00 – 09:30 Welcome & Icebreaker Build rapport and set a positive tone

Time	Activity	Objective
09:30 – 10:15	Session 1: Understanding Stress	Define stress and identify its physical and psychological symptoms
10:15 – 10:30	Break	Refresh and network
10:30 – 11:15	Session 2: Sources of Stress	Explore personal and organizational stressors
11:15 – 12:00	Session 3: Stress Management Strategies	Introduce and practice coping techniques
12:00 - 13:00	Lunch Break	Informal networking and relaxation
13:00 – 13:45	Session 4: Building Resilience	Develop strategies to enhance personal resilience
13:45 – 14:30	Session 5: Support Systems	Discuss the role of support networks and organizational initiatives
14:30 – 14:45	Break	Refresh and prepare for final session
14:45 – 15:30	<b>Session 6: Action Planning</b>	Create personalized stress management plans
15:30 – 16:00	Wrap-Up & Evaluation	Reflect on learning and gather feedback

## **E** Detailed Session Breakdown

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**Session 1: Understanding Stress** 

- **Objective:** Define stress and identify its physical and psychological symptoms.
  - Activities:
    - o Facilitated discussion on personal experiences with stress.
    - o Interactive quiz using the provided slide deck.
  - Materials: Slides, Workbook pages.

#### **Session 2: Sources of Stress**

- **Objective:** Explore personal and organizational stressors.
- Activities:
  - o Group brainstorming on common workplace stressors.
  - o Individual reflection using workbook prompts.
- Materials: Slides, Workbook pages.

#### **Session 3: Stress Management Strategies**

- Objective: Introduce and practice coping techniques.
- Activities:
  - o Demonstration of relaxation exercises (e.g., deep breathing, mindfulness).
  - o Role-playing scenarios to practice stress management techniques.
- Materials: Slides, Workbook pages.

#### **Session 4: Building Resilience**

- Objective: Develop strategies to enhance personal resilience.
- Activities:
  - o Discussion on the importance of resilience in stress management.
  - o Group activity to identify personal strengths and resilience-building practices.
- Materials: Slides, Workbook pages.

#### **Session 5: Support Systems**

- **Objective:** Discuss the role of support networks and organizational initiatives.
- Activities:
  - o Panel discussion with HR representatives (if available).
  - o Group discussion on available support resources.
- Materials: Slides, Workbook pages.

#### **Session 6: Action Planning**

- Objective: Create personalized stress management plans.
- Activities:
  - o Guided session to develop individual action plans.
  - o Sharing of plans in small groups for feedback.
- Materials: Slides, Workbook pages.

## **facilitator** Tips

- **Engagement:** Encourage participation through open-ended questions and active listening.
- Adaptability: Be prepared to adjust the agenda based on group dynamics and time constraints.
- **Support:** Offer additional resources for participants seeking further assistance.
- Follow-Up: Schedule a follow-up session or provide resources for ongoing support.

## **Additional Resources**

- Oak Innovation Stress Management Workshop Pack
- Free Training Guides Oak Innovation
- How To Facilitate A Meeting Like A Pro Oak Innovation

## 49. Organizing Work For Efficiency. [Updated]:

Here's a comprehensive Facilitator's Guide for a 1-Day Intensive Workshop on "Organizing Work for Efficiency" based on Oak Innovation's Work Organization Workshop Pack.



Title: Organizing Work for Efficiency

**Duration:** 1 Day (6–7 hours)

Target Audience: Managers, Team Leaders, HR Professionals, and Consultants

Objective: Equip participants with strategic tools and frameworks to enhance organizational

efficiency and effectiveness.(Oak Innovation)

## **E** Learning Outcomes

By the end of this workshop, participants will:

- Understand the dynamics of internal and external organizational environments.
- Analyze competitive forces and their impact on organizational strategy.
- Apply the product life cycle concept to organizational planning.
- Identify and leverage sources of competitive advantage.
- Utilize strategic models to inform decision-making and organizational design.

## **Morkshop Materials**

The Oak Innovation Work Organization Workshop Pack includes:

- 66-slide PowerPoint presentation
- 58-page editable workbook
- Facilitator's guide with session plans
- Interactive activities and assessments
- Customizable templates for strategic analysis

These materials are designed for flexibility, allowing adaptation to various organizational contexts.

## Agenda

## **Session 1: Introduction to Work Organization**

- **Duration:** 1 hour
- Activities:
  - Welcome and introductions
  - o Overview of workshop objectives and agenda
  - o Icebreaker: "Organizational Snapshot" (participants share one organizational challenge they face)

## **Session 2: Understanding Organizational Environments**

- **Duration:** 1.5 hours
- Content:
  - o Discussion on internal vs. external environments
  - o Analysis of competitive environments using the Five Forces Model
- Activity: Group exercise on mapping organizational environments

#### **Break: 15 minutes**

## **Session 3: Strategic Tools for Organizational Efficiency**

- **Duration:** 2 hours
- Content:
  - Exploration of the Product Life Cycle stages
  - o Identification of sources of competitive advantage
  - o Introduction to the Five Generic Competitive Strategies
- Activity: Case study analysis and group discussion

#### Lunch Break: 1 hour

## **Session 4: Applying Strategic Models**

- **Duration:** 1.5 hours
- Content:
  - o Understanding the relationship between strategy and organizational structure
  - o Selecting appropriate strategies for different organizational contexts
- Activity: Interactive workshop on aligning strategy with organizational design

#### Wrap-Up and Q&A

- **Duration:** 30 minutes
- Activities:
  - Summary of key learnings
  - o Open floor for questions and discussions
  - Feedback collection and closing remarks

# **Solution Facilitation Tips**

- Engagement: Encourage active participation through discussions and group activities.
- Adaptability: Be prepared to adjust the agenda based on participant needs and time constraints.
- Clarity: Ensure complex concepts are explained clearly, using real-world examples.
- **Time Management:** Keep track of time to ensure all sessions are covered adequately.
- **Resource Utilization:** Leverage the materials provided in the workshop pack to enhance learning.



## Additional Resources

For facilitators seeking to expand their skills, consider exploring Oak Innovation's Facilitation Skills Workshop Pack, which offers comprehensive tools and techniques for effective workshop delivery. (Oak Innovation)

## 50. Powerful Presentation Skills. [Updated]:

Here's a comprehensive Facilitator's Guide for a 1-Day Intensive Workshop on Advanced **Presentation Skills**, utilizing Oak Innovation's workshop pack:



## **Workshop Title:**

Mastering Advanced Presentation Skills: Engage, Influence, Inspire



## (L) Duration:

1 Day (6–8 hours)



## **Target Audience:**

- Internal Trainers
- L&D Professionals & Consultants
- People Managers & Team Leads
- HR Professionals & Learning Strategists
- Training Entrepreneurs

## **Workshop Objectives:**

By the end of this workshop, participants will be able to:

- Deliver presentations with confidence and clarity.
- Utilize advanced delivery techniques to engage audiences.
- Structure presentations effectively using Monroe's Motivated Sequence.
- Overcome common presentation challenges and handle difficult audiences.
- Apply practical tools and techniques for impactful presentations.

# **Materials Provided:**

- 93-page Course Workbook (Fully customizable)
- Instructor Manual
- 37-slide PowerPoint Deck
- Training Games, Icebreakers, Activities, and Exercises
- Four Bonus Case Scenarios for group work and real-world application

## Workshop Agenda:

#### **Session 1: Introduction & Icebreaker**

- **Duration:** 30 minutes
- Activities:
  - Welcome and introductions
  - o Icebreaker activity to set a comfortable learning environment

#### **Session 2: Presentation Fundamentals**

- **Duration:** 1 hour
- Topics:
  - Importance of first impressions
  - Understanding audience needs
  - o Structuring your presentation for maximum impact

## **Session 3: Advanced Delivery Techniques**

• **Duration:** 1.5 hours

- Topics:
  - o Mastering non-verbal communication
  - Utilizing voice modulation and gestures
  - o Engaging your audience through storytelling

## **Session 4: Overcoming Presentation Barriers**

- **Duration:** 1 hour
- Topics:
  - o Identifying and addressing common presentation challenges
  - o Techniques for handling difficult audiences
  - o Managing presentation anxiety

## **Session 5: Applying Monroe's Motivated Sequence**

- **Duration:** 1 hour
- Topics:
  - o Understanding Monroe's Motivated Sequence
  - o Crafting compelling calls to action
  - o Real-world application through case scenarios

### **Session 6: Practical Application & Group Work**

- **Duration:** 1.5 hours
- Activities:
  - o Participants work in groups to prepare and deliver short presentations
  - o Peer feedback and facilitator coaching

#### **Session 7: Reflection & Closing**

- **Duration:** 30 minutes
- Activities:
  - o Group discussion on key takeaways
  - o Action planning for applying skills in the workplace
  - Closing remarks and feedback collection

## **©** Facilitation Tips:

- Engagement: Encourage active participation through questions and discussions.
- **Adaptation:** Be flexible to adjust the agenda based on participant needs and dynamics.
- Feedback: Provide constructive feedback during group activities to foster growth.
- **Environment:** Create a supportive and open environment to build participant confidence.

# **Expected Outcomes:**

Participants will leave the workshop equipped with:

- Enhanced presentation skills
- Increased confidence in public speaking
- Practical tools to engage and influence audiences
- Strategies to overcome common presentation challenges



## Ideal For:

Organizations aiming to upskill their teams in delivering impactful presentations, enhancing internal training programs, and fostering effective communication across all levels.

Feel free to customize this guide further to align with specific organizational goals or participant needs.

## 51. Professional Technical Report Writing. [Updated]:

Here is a comprehensive Facilitator's Guide for delivering a 1-day intensive workshop on Professional Technical Report Writing, based on the Oak Innovation Technical Report Writing Skills Workshop Pack. This guide is designed to help facilitators effectively use the provided materials to enhance participants' technical writing skills.



## **Workshop Overview**

**Title:** Professional Technical Report Writing

**Duration:** 1 Day (6–7 hours) Format: Instructor-led, interactive

Audience: Professionals, managers, and technical communicators seeking to improve their

report writing

Materials Provided: Instructor Manual, 77 Customizable Slides, 46-Page Workbook,

Exercises, Games, Tests, and Marketing Materials



By the end of this workshop, participants will be able to:

- 1. Understand the key characteristics of effective technical reports.
- 2. Apply the LEAVES and ABC models to structure reports logically and clearly.
- 3. Implement best practices for writing and editing technical content.
- 4. Avoid common pitfalls in technical writing.
- 5. Produce reports that are clear, concise, and persuasive.

## **\*** Materials Overview

The Oak Innovation Workshop Pack includes:

- Instructor Manual: Detailed guidance for each session.
- Slides: 77 customizable PowerPoint slides.
- Workbook: 46 pages of exercises and activities.
- Training Games: Interactive activities to reinforce learning.
- **Tests:** Assessments to evaluate understanding.
- Marketing Materials: Promotional content for the workshop.

These materials are designed to be instantly downloadable and fully customizable, allowing facilitators to tailor the workshop to their specific audience and objectives.

## Workshop Agenda

Time	Activity	Description
09:00-09:30	Introduction & Icebreaker	Set expectations, introduce objectives, and engage participants.
09:30-10:30	Session 1: Understanding Technical Reports	Discuss the characteristics and purpose of technical reports.
10:30-10:45	Break	Short break to refresh.
10:45-12:00	Session 2: Structuring Reports (LEAVES & ABC Models)	Introduce and apply the LEAVES and ABC models for report structure.
12:00-13:00	Lunch Break	Time for participants to relax and network.
13:00–14:30	Session 3: Writing and Editing Techniques	Cover best practices for clear and concise writing.
14:30-14:45	Break	Short break to refresh.
14:45–16:00	Session 4: Common Pitfalls and Quality Management	Identify and avoid common writing mistakes; discuss quality management.
16:00–16:30	Wrap-Up & Q&A	Review key takeaways and address participant questions.

# **S** Interactive Exercises

Incorporate the following activities to enhance engagement:

- Report Analysis: Participants review a sample report to identify strengths and weaknesses.
- Group Writing Exercise: Teams collaboratively write a section of a report using the LEAVES model.
- Peer Review: Participants exchange reports for constructive feedback.
- Editing Challenge: Edit a poorly written report to improve clarity and conciseness.



## **Tips for Facilitators**

- Customize Content: Adapt the provided materials to suit the specific needs and background of your participants.
- **Encourage Participation:** Foster an interactive environment by encouraging questions and discussions.
- Provide Real-World Examples: Use industry-specific examples to illustrate
- **Manage Time Effectively:** Ensure each session stays on schedule to cover all topics.
- Follow-Up: Offer additional resources or support after the workshop to reinforce learning.

This Facilitator's Guide provides a structured approach to delivering a comprehensive workshop on technical report writing. By utilizing the Oak Innovation Workshop Pack and incorporating interactive elements, facilitators can create an engaging and impactful learning experience for participants.

## 52. Time Management For Success. [Updated]:

Here's a comprehensive Facilitator's Guide for a 1-Day Intensive Workshop on Time Management for Success, utilizing the Time Management Skills Workshop Pack from Oak Innovation. This guide is designed to help facilitators deliver an engaging and impactful session that enhances participants' time management skills.(Oak Innovation)

# **!** Facilitator's Guide: 1-Day Intensive Workshop on Time Management for Success

## **Workshop Overview**

- **Duration**: 6 hours (including breaks)
- **Target Audience**: Professionals, team leaders, and managers seeking to improve their time management skills.
- **Objective**: Equip participants with practical tools and techniques to enhance productivity, prioritize tasks effectively, and manage time efficiently.

## **E** Workshop Materials

The Oak Innovation Time Management Skills Workshop Pack includes:

- Instructor Manual
- 74-slide PowerPoint Deck
- 54-page Participant Workbook
- Training Games and Icebreakers
- Activities and Exercises
- Facilitator Guides
- Reading Lists
- Assessment Tools
- Marketing Materials
- Action Plans

These resources are designed to save preparation time and ensure a seamless workshop experience.

## **31** Workshop Agenda

#### **Session 1: Introduction to Time Management (1 hour)**

- **Objective**: Understand the importance of time management and identify personal time management challenges.
- Activities:

- o Icebreaker: "Time Wasters" Participants share common time-wasting habits.
- Discussion: The impact of poor time management on productivity and stress levels.
- o Introduction to the Spent Time Matrix and Quadrant 2 prioritization.

#### **Session 2: Tools and Techniques for Effective Time Management (2 hours)**

- **Objective**: Learn and apply practical time management tools.
- Activities:
  - o Workshop: Using the Spent Time Matrix to categorize tasks.
  - o Exercise: Applying Quadrant 2 prioritization to a sample task list.
  - o Group Discussion: Strategies for minimizing interruptions and handling crises.

## **Session 3: Overcoming Procrastination and Building Productive Habits (1.5 hours)**

- **Objective**: Identify causes of procrastination and develop strategies to overcome them.
- Activities:
  - o Activity: Identifying personal procrastination triggers.
  - Discussion: Techniques to overcome procrastination (e.g., Pomodoro Technique, time blocking).
  - Exercise: Creating a personal action plan to build productive habits.

#### **Session 4: Implementing Time Management Strategies (1 hour)**

- Objective: Develop a personalized time management plan.
- Activities:
  - o Workshop: Setting SMART goals for time management improvement.
  - o Exercise: Designing a daily schedule using time management tools.
  - o Group Sharing: Discussing potential challenges and solutions.

#### **Session 5: Wrap-Up and Reflection (30 minutes)**

- **Objective**: Review key learnings and commit to action.
- Activities:
  - o Reflection: Participants share one key takeaway from the workshop.
  - o Feedback: Collect participant feedback on the workshop.
  - Closing: Encourage participants to implement their action plans and monitor progress.

## **a** Facilitator Tips

- **Preparation**: Familiarize yourself with all materials in the workshop pack prior to the session.
- **Engagement**: Encourage active participation through discussions and group activities.
- **Flexibility**: Adapt the agenda as needed based on participant needs and time constraints.

- **Support**: Provide individual assistance during exercises to ensure understanding.
- Follow-Up: Offer additional resources or support post-workshop to reinforce learning.

## **Additional Resources**

- Oak Innovation Blog: Explore additional time management activities and strategies.
- Oak Innovation Workshop Packs: Access a variety of training materials for different skills and topics.

This facilitator's guide provides a structured approach to delivering a comprehensive time management workshop. By utilizing the resources from Oak Innovation, facilitators can ensure a high-quality learning experience that equips participants with the skills needed to manage their time effectively and achieve success.