



D Team 2011 Training Manual

Workforce Role Specific Training — Facilitator Guide







High-level Agenda

- · Welcome and overview
- Aims and Objectives
- Ground Rules
- House keeping

2. Team roles Section 2

- Who is Team 2011?
- Our functional area?
- What does success look like for the Workforce Squad?

3. Region specific

Section 3

- · A day in the life of the Workforce Squad
- Workforce Operations

4. Next Steps

Section 4

- Next steps
- · Post it speed date







Purpose, Process and Payoff

Purpose:

- Understand their individual, functional area and Team 2011 roles and responsibilities during the Tournament
- Learn and share skills and tips to be able to perform their role well during the Tournament, and support their team.

Process:

- Agree what success looks like for their functional area
- Learn and practice their understanding of roles and responsibilities of their functional area and Team 2011
- Learn and practice their understanding of their individual roles and responsibilities
- Understand what the next steps are.

Payoff:

- Gain confidence in our knowledge of individual, functional area and Team 2011 roles and responsibilities during the Tournament
- Gain knowledge and confidence in ability to perform their role well during Tournament
- Feel inspired and motivated to contribute to delivering an operationally successful Tournament, whilst showcasing New Zealand to the world
- Provide cherished memories to all visitors while enjoying the experience of being part of Team 2011.

Colour Key

Black - General content and structure of session. May include suggested phrases

Red – instructors for facilitator, such as activities and discussions

Green — learning objectives for each section







Agenda

Time	Content	Resources
Prior to start	Welcome participants Check names off attendee list	PPT 1
5 min	Section one — Welcome Welcome and thank you for your commitment and enthusiasm. It is a pleasure to have you on board. You bring a wealth of experiences and knowledge. It is important that we provide a Rugby World Cup service that is nationally consistent and continually strive to set the benchmark for visitors. You are a vital link to the successful delivery of our programme. Discuss what does our pre-season games workshop look like 1. Why are we here — purpose of the session 2. Agenda for the day 3. Ground rules 4. What will we achieve by the end of the session 5. Housekeeping, location of toilets, breaks, expectations and concerns. Evacuation procedures and assembly point.	PPT 2 Welcome PPT 3 Our Focus Today – Agenda
	Ask the group if they have any concerns to write on a post it note and place on the wall. Advice the group if their question is not answered during the course we will discuss it at the end of the course.	PPT 4 Making the most of our time together
5 min	Interactive engaging activity	PPT 5 Who's Here?
	By the end of section 1 the learner will have an understanding of the agenda for the day and feel comfortable to participate and engage in the training session.	







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5 min	Section 2 — Who is Team 2011?	PPT 6
1	Ask the group who is Team 2011? Prompt the group to think about the different Functional Areas involved. Write the answers onto the whiteboard.	Who's in the Line-up
	Talking points include:	
	 Part of a bigger team making this amazing Tournament happen – Team 2011 'face of the Tournament'. Introduce theme of wider workforce and stadium of 4 million Delivering an operationally successful Tournament. Customer excellence to an estimated 85,000 visitors from over 127 countries. An opportunity to showcase our national rugby passion, our beautiful country, landscape, people and culture to the world. 	
	Take the group through the Rugby World Cup structure to show how they get from the IRB to RNZ 2011 (Team 2011).	PPT 7
15 min	Team 2011 group activity	PPT 8
	Play Team 2011 fish card matching game. Explain that we may be asked a variety of questions from visitors and we may be required to direct them to other members of the wider Team 2011.	Understanding Our Functional Area
	 	FA cards
2 min	Hand activity	
	Ask for a volunteer from the group. Ask them to place their hand against yours. Tell them to watch your hand and mirror your movement. They will find it difficult to keep up.	
	Ask the group to name the Australian comedy Kath and Kim. Ask what is their catch phrase? "Look at me, look at me"	
	Tell them to place their hand against you but this time they should look at you and try to mirror your hand movement. They will find it a lot easier.	
	De-brief:	
	Sometimes we focus on the individual task and we can find ourselves getting overwhelmed, we should be focusing on building relationships working together to get tasks done. It is about working together i.e. Team 2011.	
25 min	Take the group through the generic section of the Training manual. Each team is given a section in the training manual (generic section) to prepare a 5 minute presentation on the key	Generic TM checklist
	messages. Allow each team 10 minutes to prepare.	





	Check that key messages have been mentioned.	<u> </u>
5 min	Workforce Squad Overview Take the group through the Workforce Squad reporting chart. Share your Workforce role story.	PPT 9 Workforce Squad Structure
2 min	 Lead a group discussion What is the role of the Workforce Squad? Talking points include: The Workforce Squad is a support function; the 'force behind the scrum' They promote operational efficiency and effectiveness They ensure that each and every member of Team 2011 enjoys their experience at Rugby World Cup 2011. The Workforce Squad look after the well being of Team 2011 The team efficiently manages the Workforce Check-in and Workforce Centre, assist with scheduling, produce venue specific and Tournament communication and ensure the proper care and treatment of all Team 2011 representatives. 	PPT 10 The Workforce Squad
15 min	 What does success look like for the Workforce Squad? Each team member is asked to write in one or two words what does good service looks like for the Workforce Squad on post it notes: Create as many post its as you can After 2 -3 minutes, get each table to stick all their post it notes on a wall, then they discuss common themes emerging Give each theme a name Then report back to the wider group This is a great way to create alignment of understanding, rather than simply comparing one post it note with another The output is the same as a charter or mission statement Allow 20 minutes to complete. 	PPT 11 What We're Aiming For Activity Post it notes and coloured pens
15 min	The Workforce Squad group activity Play the Workforce Squad fish card matching activity	PPT 12
	By the end of section 2 the learner will have an understanding of the different Functional Areas & Workforce Squad roles and responsibilities.	





15 min

Section 3 — Workforce squad roles and responsibilities

Ask who can remember the meaning of He ringa manaaki?

Talking points include:

- He ringa manaaki means the act of hosting or caring
- Looking after the well being of our team and visitors
- Manaakitanga is a word closely associated with Rugby World Cup 2011. Another way of illustrating this role is the use of the term 'Stadium of four million' A simple acronym has been created to help you remember, and it has a kiwi twist, C.A.R.E

Ask the group if they can remember what CARE stands for? Take them through each word.

Place 4 sheets of flipchart on the wall, outlining the four words of the acronym.

In pairs write on post it notes what CARE looks like in action for each word. Allow 2 minutes. Ask them to walk around the room to each poster to place their post it note.

Prompt the group by asking who are our customers? This will give them an understanding of how the activity works.

Examples include:

Customer

Prompt who are our customers

Attitude

Positive and vibrant

Respect

• Cultural and individual differences

Engaging

· Communication and listening

Debrief the activity by getting the group to stand around each poster and discuss common themes or ask what they meant.

PPT 14 C.A.R.E







	30 min	Group activity — A day in the life of the Workforce Squad	PPT 15
		Split the group into teams according to their role:	A day in the
		Workforce ManagerWorkforce Squad	life of the Workforce Squad
		Using the functional area section of their training manual create either a skit or presentation that illustrates a typical day in the life outlining their key roles and responsibilities. Encourage each team to be as creative as they can. Allow them 15 minutes to prepare a 5 minute presentation.	
		Debrief the session to ensure that key information for both roles has been covered.	
	10 min	Workforce Operations – Group discussion	PPT 16
		Ask the group to name the operations that the Workforce team will be responsible for managing. Prompt the group to list the following: • Team 2011 Check-in	Workforce Operations
		 Workforce Catering Workforce Scheduling Support Workforce Recognition Team 2011 Communication Workforce Incident Management 	
		Lead a group discussion that outlines the purpose and key tasks for Team 2011 Check-in.	
		Purpose	PPT 17
		The Workforce Squad will check in all Team 2011 representatives at the beginning of their shift and distribute meal vouchers.	Purpose
		Key Tasks include:	PPT 18
		 Create a welcoming and friendly environment Greet people as they arrive. You will be the first people a Team 2011 representative will see when they arrive on shift 	Key Tasks
ļ		Ensure Team 2011 representatives are wearing their correct uniform	
į		Assist with any scheduling issues	
į		Provide any daily informationTick people off the daily schedule	
į		Distribute meal vouchers	
į		Ensure they know where they are going and who they are reporting to	

are reporting to.





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kforce Operations - Group Activity 20 min

Split the group into pairs to write up a similar list on flipchart chart paper and present back to the group. Give each group one of the following Workforce Operations. Allow 15 minutes to prepare a 2-5 minute presentation using the functional area section of their training manual.

PPT 19 Workforce Operations

group activity

- Workforce Catering
- Workforce Scheduling Support
- Workforce Recognition
- Team 2011 Communication
- Workforce Incident Management

Debrief the session.

Outline the importance of their role as the force behind the scrum, the motivators, warm and friendly. The Workforce Squad is critical for ensuring the successful delivery of Rugby World Cup 2011. They will look after the wellbeing of Team 2011 representatives, we embody He ringa manaaki — with open arms.

By the end of section 3 the learner will have an understanding of their Workforce Squad role and responsibilities and key festivals, events and activities that are happening during the Rugby World Cup 2011.







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5 min	Section 4— Next steps	
	Talking points include:	
	 Captains run On-going communication updates Uniform and accreditation Services available to Team 2011 i.e. public transport and parking 	
5 min	Take the group through what we say we'll do, then do, has a BIG impact slides	PPT 20 & 21
	Ask the group to tell you what is the first thing that comes to mind when they see the brand on screen? Show all brands. The last brand shown is RWC2011. Click to show next slide.	What we say we'll do, then do, has a BIG impact
	Explain: Our reputation is the expectation from our visitors/clients and the experience they receive. Ask: what do you want them to say when the Rugby World Cup is long finish. Talk about the opportunities that we have and the role that we will play.	
5 min	Question and answer session	PPT 22
	Take the group through the remainder of questions or concerns that have been left on the board from the welcome session.	Questions
5 min	Post it speed date activity	Post it notes
	Each person writes one thing that stood out what they learnt, or they enjoyed about the session. When instructed, everyone gets out of their chair and mingles with others.	
	They share their post it note, then swap with the person, then go and find someone else, who shares their new insight from their last interaction. Each interaction shouldn't take more than 30 seconds	
	Keep the group going for 2-3 minutes.	
	By the end of section 4 the learner will have an understanding of their responsibilities prior and during the Tournament as well as being a valued and important part of the Workforce Squad.	
Wrap up	Take time to thank each individual as they leave training. Encourage them to keep in contact f they have any enquiries.	

