



# JPPF Customer service workshop session plan – set up

This is a tool that a trainer can use to prepare for their training session.

It consists of four parts:

- the performance objective
- who we are teaching
- context and
- preparation

## Performance objectives

The most important task for a trainer is to be very clear on what the performance objective is. At the end of a session, the learners need to be able to complete a task or assignment to the required level, given a certain set of circumstances. In the example session plan that follows, the learners need to be able to identify all the components of quality customer service that they should use when dealing with customers at the counter.

This is an objective that tests their *understanding* of quality customer service by asking them to identify all the components that apply to dealing with customers at the counter. To achieve the objective, the trainer will need to complete an assessment at the end of the training session.

Performance objectives can also be skills based, ask for demonstrated ability, apply standards of measure (75%, 8 out of 10) and should be clear about when you want them to do this (conditions).

## Who we are teaching

To prepare for a training session, a trainer must think about the learners that will be attending as you apply different strategies and methodologies for different learners e.g. adults vs children (andragogy vs pedagogy), Flemings's VAK (visual, auditory or kinaesthetic) learning styles.

You should think about the diversity of the learners and identify everything that could be a barrier to their learning and your ability to deliver training. Identifying who you are teaching will set you up to plan ways of being inclusive and to strategise how to eliminate or reduce barriers so that learners are placed into their optimal learning mode.

## Context

Context is a tool that allows a trainer to actively engage learners – it identifies the benefits and advantages for learners to participate and join into your training session. This is one of the principles of adult learning. Identifying and sharing what's in it for the adult learner will provide motivation to learn and engagement making your training easier to deliver.

## Preparation

Finally, preparation is specifically all the tasks that you should do as a trainer to make sure you are ready and prepared for the session. Think about communication, physical set up, content and resources – anything that needs to be done before your training session starts.

A session plan template and example follow for a customer service training session.

## Example session plan set up

<b>Topic/Task:</b>	Customer Service
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### PERFORMANCE OBJECTIVE

<b>Task</b> <i>(What do you want them to know/do?)</i>	<b>Standards</b> <i>(How well do you want them to perform the task?)</i>	<b>Condition</b> <i>(Given what resources or circumstances?)</i>
<p>By the end of this session, you will be able to:</p> <p>Identify the components of quality customer service</p>	<p>Performance will be satisfactory when:</p> <p>that are to be applied in any interaction</p>	<p>with all customers at the counter.</p>

### WHO ARE WE TEACHING?

Establish the learners' broad area of existing skills and knowledge and any barriers

<p>Individual or group of Justice staff</p> <ul style="list-style-type: none"> <li>existing skill levels and experience are unknown.</li> </ul> <p>Barriers to learning are:</p> <ul style="list-style-type: none"> <li>fear of making mistakes in front of others</li> <li>cultural and social values may restrict dialogue</li> <li>willingness to accept content without question</li> </ul>
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### CONTEXT

Big picture – reasons why - incentives

<p>personal growth – skill acquisition</p> <p>recognition within the Ministry as a quality customer service officer</p>
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**PREPARATION**

Equipment – resources –essential planning – communications – room set-up

<p><b>Before the session:</b></p> <ul style="list-style-type: none"><li>• have a list of relevant Ministry policies and strategies that support customer service</li><li>• have a list of additional customer service development options</li></ul> <p><b>Customise the powerpoint to:</b></p> <ul style="list-style-type: none"><li>• include any other customer service topics or skills practice you want to include</li><li>• add any Ministry branding and pictures</li></ul> <p><b>Check</b> that participants have completed their customer service assignment and already discussed it with their manager</p>	<p>Remote delivery links emailed to all participants before the session</p> <p>Test webcam, audio and that powerpoint can play over the system</p>
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