

NCWorks Service Keys – Unlocking Excellence: Module 1

Instructions for Group Viewing

General instructions for Guided Webinar

1. This training is delivered through interactive PowerPoint with voice guidance, embedded videos, prompted discussions, and activities.
2. It is designed to be used by a small group with a facilitator or by an individual.
3. Discussion points are built in to encourage viewers to engage and generate ideas.
4. For best viewing quality, **close all other programs and windows** on your computer prior to starting the module.

Group facilitator instructions and tips

1. Review the full video and printed materials for this training module prior to facilitating, so you're familiar with the flow of activities and points of discussion.
2. During the module, you'll often be prompted to pause for group discussion. These pauses are built into the module so your participants have a chance to share ideas and react to the content of the training. Be prepared to facilitate a discussion in response to the questions posed. Try to include all in the discussion and encourage them to generate ideas. When ready, continue the module to hear a summary of some possible responses and suggestions. You can pause the module at any point for additional discussion at your discretion.
3. This module has 1 activity that asks the group to write ideas on flipchart paper and post on the wall to share.
4. Before beginning your training, print and gather the following materials:
 - **Mind Map / Handout** Print 1 for each participant in your group.
Print 2-sided on legal size paper.
Print in color if available.
Fold to create tri-fold handout with the map inside.
 - **Flip chart paper and markers**
 - **Pen / pencil** and paper for notes

Note about course credit on TRAIN

Only the person who accessed this webinar through the online registration (TRAIN) will receive automatic credit on their transcript. Please email a list of others who attend as a group, along with the date and the course name, to ncwtc@ncommerce.com. Credit will appear on each individual's transcript within a week.