

NCWorks Service Keys – Unlocking Excellence: Module 3

Instructions for Individual 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.

Individual viewer instructions and tips

1. You will be prompted in several places to pause and consider some questions. Write down your responses for future reference. When ready, continue the module to hear a summary of some possible responses and suggestions to consider.
2. Before beginning the training module, print and gather the following materials:
 - **Mind Map / Handout** **Use map from Modules 1 & 2 if available** or
Print 2-sided on legal size paper.
Print in color if available.
Fold to create tri-fold handout with the map inside
 - **Recipe card for Secret Sauce activity** Print and cut.
You'll need 1 recipe card.
 - **Pen / pencil** and paper for notes