

STEP 14. PROVIDE FOR STAFF COVERAGE TO HANDLE DAY-OF-EVENT TASKS

Participants judge the success of a training on both the value of the information provided and the experience they have while gaining that information. When the event is well organized and the logistics run smoothly, the participants' experience is enhanced. It is important to have people and systems in place on the day of the training to anticipate needs, monitor the many small details, circumvent glitches, keep program elements on schedule, and accomplish the behind-the-scenes tasks that make the day go well from start to finish.

PRE-COURSE TASKS

ACTIVITY 14-A

Draw up a checklist and schedule for the training, indicating who will be responsible for which tasks during what time period. Tasks to be covered include:

- Transporting all needed supplies and materials to the training site
- Ensuring that the space is set up according to the specifications established for the training program
- Troubleshooting any problems that arise
- Handling any set-up tasks—such as placing signs and unpacking materials—that are not accomplished by the site personnel
- Handling on-site registration activities as participants arrive: directing participants to sign in, giving them their nametags, distributing the course syllabus and portfolio. (See Step 10: Registration, Activities 10-N, 10-O, and 10-P)

- Coordinating with the staff of the training site, audiovisual personnel, and caterers to ensure that their activities are handled smoothly and in accordance with contractual requirements
- Assisting faculty as needed (e.g., distributing handouts, making photocopies)
- Assisting training participants as needed (e.g., providing transportation information and parking validation, answering questions, enrolling late registrants)
- Ensuring that the training room remains comfortable (e.g., having the heat or air conditioning adjusted to a comfortable temperature, seeing that water or coffee is provided or replenished)
- Ensuring that audiovisual equipment is functioning properly
- Ensuring that catering arrangements are fulfilled
- Distributing and collecting pre-tests, post-tests, evaluation forms, and other materials
- Conducting closeout activities at the end of the session, including collecting and packing leftover materials for transport or shipment to your office, and cleaning up as needed

ACTIVITY 14-B

Hold a meeting with the day-of-training team. Distribute the agenda, course schedule, and review the assigned responsibilities to ensure that everyone is clear about the expectations.

Associated Tool #16 Course Agenda

(Source: Francis J. Curry National TB Center, San Francisco)

DAY-OF-EVENT TASKS

ACTIVITY 14-C

Use the checklist and schedule as guides to ensure that all tasks are performed, assistance is provided as needed, and any problems are resolved.