

## Welcome Message

As a facilitator/trainer at the VHA, you enable greatness in the people who do the important work of serving veterans across the country. Leading world-class training experiences is one of the ways you accomplish this mission.

We know that great facilitation doesn't happen by chance. Whether you're teaching a new content for the first time or you're a seasoned facilitator with hundreds of hours in front of the classroom, thorough preparation is the key to success. This guide contains everything you need to set yourself and your participants up for success.

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For questions or support beyond this document, you have the following resources available:

- Contact your dedicated support team, VA Care:
  - [Click here](#) to submit a support request.
  - Email – [vacare@franklincovey.com](mailto:vacare@franklincovey.com)
  - Phone – (801) 817-8770
- [Click here](#) to access the VHA All Access Pass Resource Page

## VHA Work-Session Preparation

### Preparation Checklist

#### THREE WEEKS IN ADVANCE OF THE WORK SESSION:

- If you are ordering participant materials, contact your FranklinCovey client engagement coordinator (CEC), Katherine Hunt-Ridley ([katherine.huntridley@franklincovey.com](mailto:katherine.huntridley@franklincovey.com)) Your CSC will place the order and you will receive a separate order-confirmation email when your materials ship. This email will contain the order details and tracking numbers.
- If you are printing materials from the All Access Pass® portal, you will want to download these files and organize printing the materials prior to the work session. [Click here for instructions on accessing participant materials as a facilitator or DLO admin.](#)

Alternatively, you may ask participants to access the materials themselves and either print their own copies or download to their own devices. [Click here for instructions on accessing content as a learner.](#)

- Contact your CEC, Katherine Hunt-Ridley ([katherine.huntridley@franklincovey.com](mailto:katherine.huntridley@franklincovey.com)) to get the appropriate prework email for your work session. Send the prework email to participants. In the email, they will find a link to the participants materials as well as any pre-work they can completed before coming to the session.
- Schedule a room, date, and time for the work session. The best room will have tables that seat four to six people (best for learning together), room to move about for a variety of activities, and the appropriate audio and visual equipment.
- Hold a pre-consult meeting with the appropriate organizational leader (see the Pre-Consult Questions suggested in the front of your Facilitator Guide for tips).
- [Study your facilitator guide and the facilitator-certification videos in the All Access Pass thoroughly and carefully.](#) Review the participant materials as well, in the form your participants will be using them—digital or physical. Be prepared to help participants navigate their materials. Great facilitation doesn't happen by chance—it takes diligent study and practice. **As a general guideline, we recommend you schedule at least one hour of preparation time for each hour of content delivered.** For questions about facilitating a certain content, reach out to your Implementation Specialist, Daniel Martin ([daniel.martin@franklincovey.com](mailto:daniel.martin@franklincovey.com)). *To ensure ample time to help you prepare, please contact Daniel at least three weeks prior to your scheduled work session.*

## VHA Work-Session Preparation

### ONE WEEK IN ADVANCE OF THE WORK SESSION:

- Carefully review the work-session content, timeline, learning objectives for each section, and the activities designed to help participants achieve them.
- If you ordered physical participant materials, confirm the shipping date of the participant materials and ensure that you have all needed facilitation materials (see the “Overview of Materials” section in your content-specific Facilitator Guide). For instructions on downloading your Facilitator Guide, [click here](#).
- Rehearse your delivery of the work session in your platform.
- Send a reminder email to participants, encouraging them to complete the prework before the work session. Pre-work for any content can be found from that content’s page in the All Access Pass Portal. Click on the ‘*Facilitating*’ tab, then scroll down to ‘*Deploy in Your Organization*’. [Click here for a video tutorial](#) (begins at 1:30).

### TWO DAYS IN ADVANCE OF THE WORK SESSION:

- Confirm the location, room, and start time.
- Send a welcome email to participants with details about what to expect (start and finish time, location/parking, and your enthusiasm to partner with them in this learning experience).

### THE DAY OF THE WORK SESSION:

- Open your virtual space at least 30 minutes before the scheduled start time.
- Test your computer, projector, and sound system.
- Distribute participant kits, name tents, and pens.
- Display the “Title” slide.
- As participants arrive, welcome them individually



U.S. Department  
of Veterans Affairs



## VHA Work-Session Preparation

### AFTER THE WORK SESSION:

Following your first work session, send copies of the roster and evaluations to FranklinCovey. Include your facilitator ID number on each evaluation.

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