

Program Administration Guide

8-16 Weeks

- Schedule tentative dates for JC Facilitator to hold:
 - Provide date, location, program, and target audience (Consecutive dates significantly reduce travel expenses)
 - For out-of-state domestic travel within Pacific Standard Time, reserve the day before program for travel, & the night of program for return travel
 - For out-of-state domestic travel not within Pacific Standard Time, reserve the day before program for travel, & the following day for return travel
 - For out-of-country international travel, reserve two days before program for travel, & the following two days for return travel (although only one day may be necessary for return travel)

6-8 Weeks

- Confirm or release tentative dates with JC Facilitator (Advance notice reduces airfare, and allows hotel rooms to be reserved)
- After receiving a reply e-mail confirmation from JC Facilitator, confirm dates with participants
- Schedule training room
- Schedule catering
- Contact JC to order materials (e.g., Sets of participant materials for each program, Paper DiSCs, DiSCs in various languages, EPIC Credits for online DiSCs, etc.; Order a few extras by rounding up to the nearest 5)
- For international programs, order materials to be produced 6-8 weeks before programs, to allow adequate time for packing, shipping, customs, etc.

4-6 Weeks

- Provide JC Facilitator:
 - Exact program start/stop times (e.g., 8am-5pm), scheduled breaks and lunch, and any other time commitments/constraints
 - Location of program (training room) and parking
 - Contact person to meet, exact location to meet, & exact time to meet 1-hour before each program for set-up
 - Contact person's office, home AND cell phone numbers (for emergency use only)
- For out-of-state and international programs, provide JC Facilitator all of the above, and:
 - Map and driving instructions from airport to client-recommended hotel
 - Map and driving instructions from hotel to training site
 - Site map of client building (or other training site), designating where to park, and exactly where to meet key contact person

2-3 Weeks

- Distribute pre-work (e.g., Paper DiSC with cover instructions attached to each, OR, email with EPIC codes to complete DiSC online)

1-2 Weeks

- Carefully check who has/hasn't completed the prework 1-week in advance, AND, send reminders each day as necessary (given the loss of time due to different time zones), until ALL participants have confirmed to have completed the pre-work assessment

1-2 Days

- Set up room/tables/chairs, and ensure all materials below are in the room the day before each program, & separate materials into "sets"

Program Day

- Meet JC Facilitator **1-hour** or more before program to help set up the room
- Distribute "sets" of materials and name tents at each place setting on the tables
- Training room to comfortably hold all participants with plenty of space to move around for coffee, breaks, small group discussions, etc.
- Table/chair arrangement: Clusters of tables with 4-6 chairs per table, and sides of tables facing front have no chairs
- Small table in front of screen (for LCD projector and Facilitator's Laptop)
- Electrical extension cord to reach small table in front of screen (for LCD projector and JC Facilitator's Laptop)
- LCD projector with HD15-pin SVGA/VGA cable for laptop (on small table in front of screen; test projector bulb/cables for proper functioning)
- Large screen or white wall (e.g., projection minimum is usually 120" diagonal or more, depending on group/room size)
- Laptop with CD-ROM drive available (as an emergency back-up only; JC Facilitator will use JC laptop with pre-loaded presentation slides)
- 2 full-size flipcharts with sturdy stands and full-flat writing surfaces (NOT sign holders that do not have a flat writing surface behind the pad)
- 2 full size flipchart pads (e.g., 25-27W x 30-34L; 3M post-it flipchart pads preferred, OR, Regular pads AND masking tape for posting on walls)
- Masking tape for posting flipchart pages on walls (Blue painters masking tape preferred by hotels; NOT necessary with 3M post-it flipchart pads)
- Multi-colored non-toxic marking pens (brand must not bleed through flipchart paper to protect hotel/office walls)
- Name tents (pre-printed and folded 8.5-11" heavy cardstock, first names, last initials, 80-point font size large enough to read from 60 feet away)
- Roster of participants (Optional; May also act as a "sign-in" sheet; Provided by client)
- Program evaluations (Optional; Provided by client)
- Extra pencils/pens, pads of paper, & extra coins (e.g., nickels; Optional **only** when hardcopy **paper** DiSCs and/or **paper** DiSC MAPs are used)
- Catering (coffee, breakfast, lunch, refreshments, etc., as needed)
- Catering tables to put used cups, dishes, etc. & ample trash cans
- JC Facilitator will provide a JC laptop with pre-loaded presentation slides (and a CD-ROM disk of slides for an emergency back-up)
- (NO podium, microphones, audio amplification, & audio speakers are necessary)



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