

Zone Chairperson Workshop Training

Instructor Preparation Guide



Please Read: Changes Impacting Zone Chairperson Workshop Training Materials

As of this printing of the Zone Chairperson Workshop materials, changes to the Zone Chairperson role and their partnership with the Global Action Team (GAT) were being discussed. These changes would further solidify that relationship between the two.

Since these proposed changes could impact Zone Chairperson Workshop training, as part of your instructor preparation, please reference the Zone and Region Chairperson e-book and Standard District By-Laws for changes or updates. Doing so will help you to work around any potentially outdated information in the training materials, as these changes can take time to implement. Once changes are confirmed and approved, the process to update Zone Chairperson Workshop Training Materials will take place.

The Global Action Team (GAT)

What is the Global Action Team?

The GAT is a powerful bridge between Lions and the international association. It's a field team specifically designed to connect clubs, districts, leaders and beyond to tools and resources developed to improve their service impact.

What is a zone chairperson's role with the GAT?

It is important that club officers obtain all of the information and resources that are available to them to help them be even more successful. Because of your close connections with the clubs in your zone, we are looking to you – zone chairperson – to help ensure that clubs receive and understand the messages being sent from their headquarters, multiple district and district.

Additionally, share club successes and challenges with your district GAT (district governor, GLT coordinator, GMT coordinator, GST coordinator) and strategize how to recognize the club or how to help the club overcome their obstacles.

Where can I find more information on GAT?

Visit www.lionsclubs.org/gat for more information and resources.

You can also send an email to gat@lionsclubs.org or call us at +1.630.203.3815





Contents

Introduction.....	1
Zone Chairperson Workshop Training.....	2
Suggested Timeline for Communication	3
The Role of the Instructor.....	4
Instructor Guide Organization	5
Using the Instructional Plan.....	6
Training Materials Checklist	10
Training Room Set-Up.....	12
Sample Schedule for the Zone Chairperson Workshop Training.....	14
Evaluation	15
Workshop Training Recognition	18

Introduction



Whether this is your first time or tenth time planning and/or facilitating a training event, such an endeavor can be simultaneously rewarding and overwhelming. With so many details to remember and organize, it can be helpful to receive some guidance to make the preparation process go more smoothly. The purpose of this guide is to provide instructors with the necessary background information, tools, and resources to facilitate the most effective training possible.

Should you have any questions as you prepare for your workshop training do not hesitate to contact the Leadership Development Division at Lions Club International Headquarters
leadershipdevelopment@lionsclubs.org

Zone Chairperson Workshop Training

Pre-assignment

The Zone Chairperson Workshop Training pre-assignment entitled, *Preparing for Your Term as Zone Chairperson*, asks incoming/current zone chairpersons to communicate with Lions at the club and district level to gather and analyze information about the current situation in their zones. The assignment provides detailed instructions regarding the process for collecting this information, as well as guiding questions to help zone chairpersons obtain the information they need.

The information gathered will be used in several activities during the workshop, so it is imperative that ample time is provided for zone chairpersons to complete this pre-assignment before attending the workshop. *GLT district coordinators are responsible for sending the pre-assignment file to zone chairpersons for completion.*

Zone Chairperson Workshop Training (Instructor-Led)

Lions Club International provides instructional plans and related participant materials and handouts for instructors to conduct three interactive training sessions ranging from 40-90 minutes in length. Facilitators may also elect to include other area-focused or skills-based sessions as deemed appropriate by the GLT district coordinator.

As part of the Zone Chairperson Workshop Training, we do recommend that all attendees take the Goal Setting e-Learning course in the Lions Learning Center. Just enter the keywords **Goal Setting** in the search field to find this course.

The three required workshop sessions are:

Session	Description
The Role of the Zone Chairperson	This session provides participants with a basic understanding of the roles and responsibilities of the zone chairperson. Participants will also review a key resource, the Zone and Region Chairperson eBook, and will identify potential challenges of the position.
Facilitating Cross-Level Communication	In this session, participants will learn about the concept of cross-level communication, discuss methods and challenges of facilitating communication, and develop individual communication plans to use during their term.
Serving as a ‘Club Consultant’	This session uses the concept of a ‘club consultant’ to describe important functions of zone chairpersons. Participants will learn the skills/resources needed to be effective ‘club consultants’, and will have the opportunity to work through a basic problem solving process to identify solutions to current or future challenges in their own areas.

Suggested Timeline for Communication

The following is a suggested timeline to aid you in communicating with participants in advance of the workshop training:

45-60 days in advance of the workshop training:

- Invite zone chairpersons to attend the workshop training and provide pertinent details (dates, location, timing, etc.).
- Provide an overview of the workshop training and the requirements that need to be completed prior to the workshop. Specifically:
 - Attach the file containing the workshop pre-assignment, *Preparing for Your Term as Zone Chairperson*. This file can be found on the Zone Chairperson Workshop Training website page:
 - Establish a completion date for the workshop pre-assignment
- Offer your support and assistance

30 days in advance of the workshop training:

- Send a reminder to all workshop participants about the tasks to be completed prior to attending the workshop
- Keep the tone of the reminder encouraging and motivational, and continue to offer support and assistance

15 days in advance of the workshop training:

- Send a reminder to all workshop participants that the pre-assignment, *Preparing for Your Term as Zone Chairperson*, **must** be completed prior to the workshop. The information gathered in the pre-assignment will serve as a basis for discussion and activities during each session. Instruct participants to bring the completed pre-assignment with them to the workshop.

**This timeline does not include logistical planning and organizational considerations.*

The Role of the Instructor

The instructors will be called upon to serve as a teacher, interactive facilitator, and mentor. Experience as a zone chairperson (or role of equal accountability) is certainly a key characteristic, as the zone chairpersons that you will be training will look to you for advice, guidance, and support as they acquire the specific knowledge needed to perform their role effectively.

Below are several requirements that instructors conducting this training should be able to perform. While it is not imperative that instructors are experts in each area, it is important that they be proficient in the skills listed below.

Zone Chairperson Workshop Training instructors should be able to effectively demonstrate the following skills:

- Delivery of short lectures
- Ability to engage participants in an interactive learning environment by conducting question and answer segments, facilitating meaningful discussions in large and small group settings, and facilitating group activities
- Management of learner behavior
- Management of the training environment and session logistics
- Use of PowerPoint presentations using an LCD projector

If you are not available to conduct the training yourself or require the assistance of another instructor, consider using graduates of Lions Club International Faculty Development Institute (FDI) or Lions Certified Instructor Program (LCIP) from your district to facilitate part or all of this training.

Instructor Guide Organization

Instructors delivering sessions within this workshop training will have an instructor guide for each session. Guides are designed to support those delivering the training with flexible instructional plans and resources.

Each session's instructor guide consists of the following components:

- ***Session Background:*** A short synopsis of the session topic and its relevance to zone chairpersons
- ***Session Objectives:*** Performance goals that participants are expected to achieve as a result of the session
- ***Suggestions for Preparation:*** Final reminders to aid the instructor in his/her preparation for the session
- ***Materials:*** A list of materials needed for the session
- ***Equipment:*** A list of equipment needed for the session
- ***Session Timeline:*** An overview of the instructional plan and session timing
- ***Instructional Plan:*** Instructional content and directions for delivery
- ***Appendix*** (if applicable): Contains copies of the session handouts and/or resource information

Using the Instructional Plan

Within every instructor guide in this workshop training there is an instructional plan. The plan consists of the instructional content and directions for delivery. To maximize your delivery of each session in the workshop training, it is important that you understand the organization of the instructional plan.

It is important to note that the instructional plans for each session in the workshop training have been designed with a certain degree of flexibility so that instruction can be customized to fit local needs.

Overall Organization

The instructional plan is divided into segments to ensure an organized and thoughtful approach to the topic that achieves the session objectives. Segments include:

- An introduction
- 2-3 modules addressing specific components of the topic
- A conclusion

Headings

There are two types of headings that you will encounter: **segment** headings and **section** headings.

Segment headings indicate the main components of instruction. For example, in the *Facilitating Cross-Level Communication* session there are four segments:

- Introduction
- Module 1: Facilitating Communication
- Module 2: Planning for Cross-Level Communication
- Conclusion

A segment heading looks like the image below and identifies the segment of instruction and the total time.

MODULE 1: Facilitating Communication
<i>Total Time: 30:00</i>

Section headings indicate where you are within each segment and approximately how long that section should take. The image below is an example of a section heading which indicates that the session overview should take approximately 3 minutes to present.

PRESENTATION: SESSION OVERVIEW (3:00)

Directives

A directive refers to the use of an instructional cue to indicate an action for the instructor to complete. There are three main directives used in the instructor guides of this workshop training *State*, *Ask*, and *Show*.

- *State*: Directs the instructor to say something to the learners.

<p><i>State</i></p>	<p>Knowing that the successful facilitation of cross-level communication can result in club and district success, the next question should be, “How can a zone chairperson facilitate communication?”</p>
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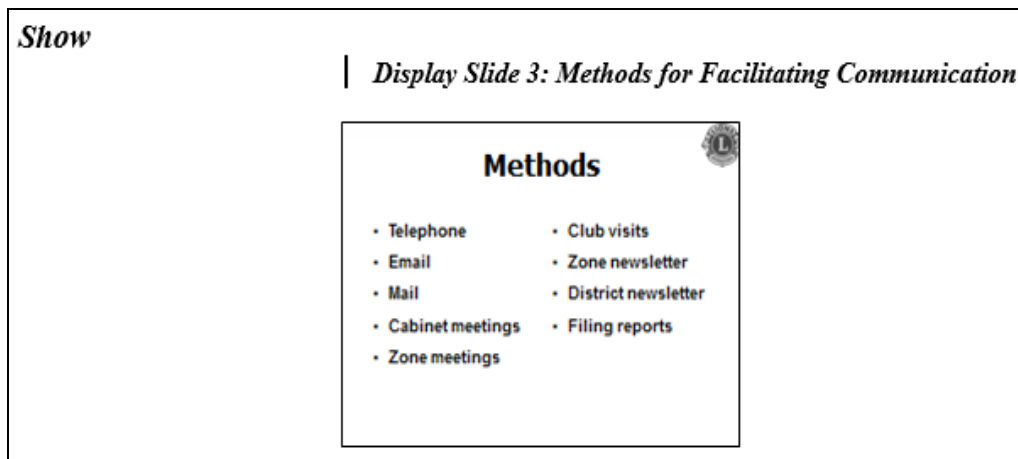
The content that follows each *State* directive is a suggestion of how to deliver the content but does not need to be delivered exactly as written.

- *Ask*: Directs the instructor to ask a question to learners.

<p><i>Ask</i></p>	<p>Can anyone think of additional methods that can be used to facilitate cross-level communication?</p>
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In some cases, the guide will provide you with expected or possible responses; however, due to the nature of some questions, the question will simply be followed by ‘*Responses will vary*’ to indicate the open-endedness of the question.

- **Show:** Directs the instructor to display a PowerPoint slide.



Instructor Notes

Instructor notes provide additional direction on the facilitation of the session.

Briefly review the methods on page 4. If some participants have used these technologies, ask them to share their experiences.



Action Icons

Three icons are used throughout the guide to provide visual directions for instructors:

	Participant Manual icon (directs the instructor to refer to a specific page)
	Handout icon (directs the instructor to distribute a handout)
	Activity icon (provides a visual cue for instructors to transition to an activity)

Activity Directions

For each activity, the directions are provided in the following step-by-step format to maximize facilitation:



Activity Directions

Divide participants into groups of 3-4.

Refer participants to page 5 in the Participant Manual.

Give the following directions:

- Each person will complete the 'Current or Potential Challenges' column on page 5 based on the information gathered during the assignment and their knowledge of their area
- When all group members have completed this column, they will share their individual challenges with one another
- Once all challenges have been shared, group members will brainstorm solutions to help overcome the identified challenges and write them in the 'Potential Solutions' column.

Ask if there are any questions.

Begin the activity.

Call time after 10 minutes.

Ask for 2-3 volunteers to share highlights of their groups' discussions.

Debrief the activity by reminding participants that there is a solution to every communication challenge if you consider all of the possible methods available.

Training Materials Checklist

The following materials will be needed to deliver each session of the Zone Chairperson Workshop Training.

<i>Workshop Pre-Assignment</i>	
Materials	Got It! (✓)
Assignment: <i>Preparing for Your Term as Zone Chairperson (to be completed by participants prior to the workshop training)</i>	

<i>The Role of the Zone Chairperson</i>	
Materials	Got It! (✓)
Instructor Guide	
Participant Manual	
PowerPoint slides	
Handout: <i>Zone and Region Chairperson eBook – download from the Lions Club International Web site</i>	
Optional Handout: <i>Workshop Schedule</i>	
Audio/Visual Equipment	Got It! (✓)
LCD Projector	
Computer with Microsoft PowerPoint capability	
Flipchart paper, easel, markers	
Wireless mouse/laser pointer (optional)	

<i>Facilitating Cross-Level Communication</i>	
Materials	Got It! (✓)
Instructor Guide	
Participant Manual	
PowerPoint slides	
Audio/Visual Equipment	Got It! (✓)
LCD Projector	
Computer with Microsoft PowerPoint capability	
Flipchart paper, easel, markers	
Wireless mouse/laser pointer (optional)	

Training Materials Checklist (continued)

<i>Serving as a 'Club Consultant'</i>	
Materials	Got It! (✓)
Instructor Guide	
Participant Manual	
PowerPoint slides	
Handout: <i>Tips for Successfully Supporting Clubs (refer to Appendix of Serving as Club Consultant Instructor Guide)</i>	
Audio/Visual Equipment	Got It! (✓)
LCD Projector	
Computer with Microsoft PowerPoint capability	
Flipchart paper, easel, markers	
Wireless mouse/laser pointer (optional)	

Training Room Set-Up

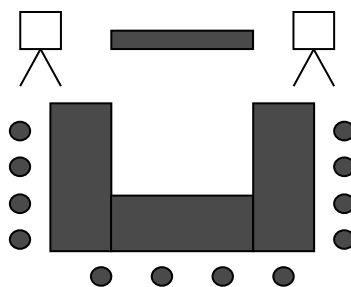
Before the workshop begins, it is important to consider the set-up of the room(s) in which the workshop will be taking place. To determine the most effective classroom set-up that will meet the needs of instruction and the needs of the participants, consider:

- **The size and culture of your training group.** *Will your group consist of less than 10 people or more than 20? What cultural norms may impact the set-up of the tables and chairs? Do the participants you are training expect a certain room layout?*
- **The size of the classroom.** *Once you know the approximate dimensions and layout of your training room, it is sometimes helpful to draw a diagram of your desired room set-up. This technique may help you make decisions in regards to activities, materials and equipment.*
- **The activities involved in the workshop training.** *Will the workshop training be focused around lecture or around small group activities? Do any activities require a specific amount of space, and if so, how might the room set-up need to be adjusted?*

Seating Arrangements

Below are three common seating arrangements used most often in training environments:

Seating Arrangement: U –Shape



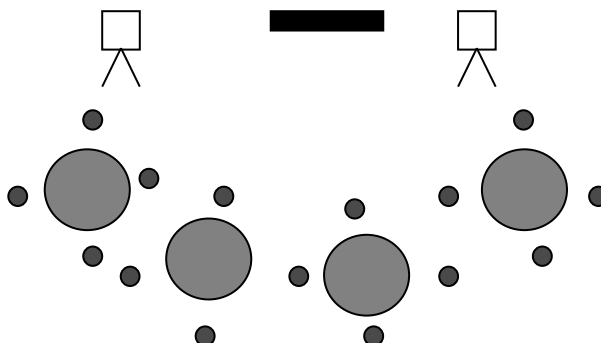
Advantages

- Everyone can see and talk to each other
- Trainer can walk into the audience
- Comfortable for whole group discussion
- Easy to see flipcharts and projected visuals

Disadvantages

- Only suited to groups of about 20 or fewer
- Difficult to work in smaller groups
- Requires a fairly large room
- Room is “trainer-focused”

Seating Arrangement: Clusters



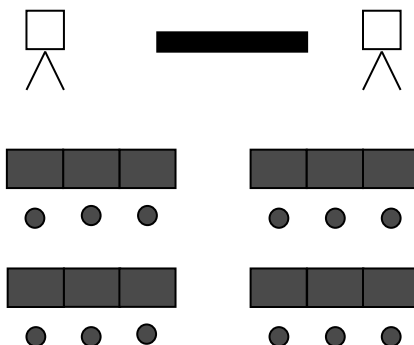
Advantages

- Ideal for learners working in small groups
- Easy for trainer to interact with small groups
- Provides opportunity for participant involvement
- Provides freedom of movement

Disadvantages

- Creates problems with attention/eye contact when presenting and using visuals
- Fosters “private” conversations
- Unintentionally creates subgroups

Seating Arrangement: Traditional Classroom



Advantages

- Allows each participant his/her own “space”
- Ideal for presentation/lecture sessions and in getting feedback from audience

Disadvantages

- Invites “getting lost” in the room
- Can create problems in sight lines for flipcharts and other visuals
- Learning becomes “trainer-focused”

Sample Schedule for the Zone Chairperson Workshop Training

The following schedule is an example of how you may want to schedule the workshop training. As you plan for your own workshop, consider:

- Number of participants
- Number of sessions to be conducted
- Training facilities and equipment (number of training rooms, equipment requirements, etc.)

Time	Session
08:30 – 09:20	The Role of the Zone Chairperson
09:25 – 10:40	Facilitating Cross-Level Communication
10:40 – 10:55	<i>15 minute break (refreshments)</i>
10:55 – 12:10	Serving as a ‘Club Consultant’
12:10 – 13:00	<i>Lunch</i>
13:00 - ?	Additional sessions as needed (based on local needs)

Evaluation

Evaluation is an important part of any training program. Data collected from evaluations can provide an important insight into the effectiveness of content, materials, program format, instructors, and the overall success of the program.

The Zone Chairperson Workshop Training provides an optional Participant Evaluation for your use. This form is designed to be used in the following way:

- During or at the conclusion of the workshop, distribute the Participant Evaluation. You may choose to distribute the evaluation during the first session, and ask participants to evaluate each session immediately after it has concluded.
- Zone chairpersons will complete the evaluation form as appropriate and return it to the instructor at the conclusion of the last session.
- The instructor/facilitator (or GLT district coordinator) reviews the collective results of the evaluations and submits that information to be included in the GLT district activity report. This information can also be used to improve the effectiveness of future training efforts.

The form includes all three sessions in the workshop curriculum and the workshop pre-assignment. If using this form, instruct participants to only evaluate the sessions that were conducted.

A copy of the Participant Evaluation follows.

ZONE CHAIRPERSON WORKSHOP TRAINING

Evaluation Instructions

Please complete the evaluation that follows. Your honest assessment of the experience will help ensure that future participants are provided with a quality training experience.

Using a dark pen or pencil, circle the number that indicates your level of agreement with each statement.

Session: Pre-Assignment: Preparing for Your Term as Zone Chairperson

Questions:	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1. The assignment effectively prepared me for the activities in the workshop.	1	2	3	4	5
2. The assignment better prepared me to communicate and interact with the clubs and members in my zone.	1	2	3	4	5
3. The assignment provided information that I can use as a zone chairperson.	1	2	3	4	5

Session: The Role of the Zone Chairperson
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Questions:	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
4. The session provided information that I can use as a zone chairperson.	1	2	3	4	5
5. The participant was useful and easy to understand.	1	2	3	4	5
6. This session taught me something new or improved my skills.	1	2	3	4	5
7. The activities and interaction added to the value of the session.	1	2	3	4	5
8. The instructor skillfully delivered the content and effectively facilitated the session.	1	2	3	4	5

Session: Facilitating Cross-Level Communication

Questions:	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
9. The session provided information that I can use as a zone chairperson.	1	2	3	4	5
10. The participant manual was useful and easy to understand.	1	2	3	4	5
11. This session taught me something new or improved my skills.	1	2	3	4	5
12. The activities and interaction added to the value of the session.	1	2	3	4	5
13. The instructor skillfully delivered the content and effectively facilitated the session.	1	2	3	4	5

Session: Serving as a 'Club Consultant'

Questions:	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
14. The session provided information that I can use as a zone chairperson.	1	2	3	4	5
15. The participant manual was useful and easy to understand.	1	2	3	4	5
16. This session taught me something new or improved my skills.	1	2	3	4	5
17. The activities and interaction added to the value of the session.	1	2	3	4	5
18. The instructor skillfully delivered the content and effectively facilitated the session.	1	2	3	4	5

If you have additional comments regarding this training, please use the space below.

Comments:

Zone Chairperson Workshop Training Recognition

Should you choose to recognize individuals for successful completion of the training with a certificate, two sample certificate templates have been provided for your use. You may select one of these templates and adapt it for your area, or you may create your own certificate.

If you choose to use a certificate to recognize completion, you are responsible for the printing and distribution to participants. Two sample templates have been included in this guide for your use.

Certificate of Completion

Zone Chairperson Workshop Training



This certificate is awarded to

Name of Recipient

In recognition of completion of the Zone Chairperson Workshop Training

Signature

Date

Signature

Date

Zone Chairperson Workshop Training



Certificate of Completion

This certificate is awarded to

NAME OF RECIPIENT

*In recognition of the successful completion of the
Zone Chairperson Workshop Training*

Signature

Date

Signature

Date