



FALMOUTH
INSTITUTE

On-Site Training

PROCESS AND PROCEDURES



Get your On-Site Training Program underway!
Call 1-800-992-4489, ext. 119 for more information
on our customized on-site training services.



**FALMOUTH
INSTITUTE.**
Strength in Indian Country™

Falmouth Institute On-Site Training Process and Procedures

Thank you for choosing Falmouth Institute as your on-site training partner. For more than 20 years, we have been assisting tribes, tribal enterprises and government agencies to meet the challenges of Indian Country. By bringing our vast experience and knowledge to your organization, you are providing a tremendous resource to your staff.

You may have questions about the steps it takes to bring Falmouth Institute training to your location. This step-by-step guide will answer many of your questions and give you helpful tips on how to hold an effective training session. After reading this guide, feel free to contact us if you need further information about this process.

The success of this training course and the education of your staff are very important to us. We look forward to working with you to deliver a unique learning experience that exceeds your needs and expectations.

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Pre-planning

These simple steps will assist Falmouth Institute in delivering an engaging and effective training for your staff.

1. Determine potential dates, location and the specific course that you would like to bring to your organization.
2. Contact Falmouth Institute to discuss dates and to review the training agenda.
3. Working with Falmouth Institute, develop a daily training schedule and structure that meets your training needs.
4. Discuss logistics of the meeting, facility, food and beverage options, room setup, audiovisual equipment needs, lodging option for out-of-town employees plus a map or driving directions, contacts, etc.
5. Identify all staff that will benefit from participating in this training session.
6. Assign an on-site coordinator to manage course logistics and the training procurement process.

Choose Your Facility

1. Your Own Location or Training Facility
 - Typically no rental charge
 - Control of A/V and food and beverage cost
 - Various options for room size and availability
2. Hotel Meeting Room
 - Room rental charge can often be negotiated depending on food and beverage needs.
 - Hotel staff can handle the majority of logistics

Audiovisual Equipment

Check quality and availability of audiovisual equipment. Falmouth Institute on-site courses require a LCD projector and projection screen for our training presentations. Some topics may necessitate a VCR and TV as well. Check that there are adequate electrical outlets. Be sure that backup equipment is available and test equipment before the meeting begins. We can provide a rental LCD projector if needed.

Falmouth Institute Training Material

You will be contacted approximately four weeks in advance by our training coordinator to review the on-site training process and to confirm the number of participants so that we can print and ship the appropriate number of course manuals. We also will confirm the proper shipping address and class location. Instructional and administrative materials, will be shipped to your location approximately two weeks in advance of the session. You are responsible for distributing course binders to the attendees either at the session or in advance of the session as desired. Participant's review of the course content before hand may enhance their learning experience.

Falmouth Institute will contact your event coordinator to confirm receipt of materials. The package will consist of the check out/in roster, examination booklet and answer sheet. Please do not wait until the morning of the course to check for the Falmouth Institute boxes or to check inside the boxes. At that time, we have few alternatives if anything is missing. If you are renting a projector from Falmouth Institute, this will be sent four business days prior to event.

After the event, you will need to provide the completed course roster (an original will be provided by Falmouth Institute) of those in attendance including complete mailing addresses and the completed course evaluation forms. Please return unused, unopened binders and other general administrative materials using the Falmouth Institute pre-paid airbill (UPS 2nd Day Air shipping documents).

Instructor Assignment

Based on your training needs Falmouth Institute will assign a highly-skilled, professional faculty member. Our faculty is recruited and selected from among Indian Country's most respected and qualified practitioners, consultants and educators. These highly experienced subject-matter experts have dedicated their professional careers to tribal training programs. Because they face challenges similar to your own, our instructors ensure that Falmouth Institute courses are both current and relevant.

Pre-Session Content Review

The assigned faculty and curriculum development team will begin reviewing any documentation, trends and case studies relevant to your session. Our training coordinator

and faculty will work with you to schedule a conference call to discuss course specifics. We encourage our clients and assigned faculty to get to know each other by phone or e-mail prior to the event to discuss the audience profile and overall training objectives. In order to help us keep the faculty well informed, please insure the Class Information form provided with your confirmation is returned prior to the scheduled conference call.

Food and Beverage

Refreshments are an important way to maintain participants comfort and attention during the training session. Although Falmouth Institute doesn't provide these items, we would like to offer these suggestions to assist you in determining how to provide simple food and beverage items during the training session. Refreshments can be very simple – coffee (regular and decaffeinated), tea and water. If you will not provide food and beverage service, we do ask that there be dining facilities within a short walking distance from the facility.

Other options:

- Lunch “on your own”
- Catered box lunches
- Group lunch in nearby restaurant
- Catered lunch in meeting room
- Group lunch in another meeting room (expensive)
- Company cafeteria

Meeting Room Setup

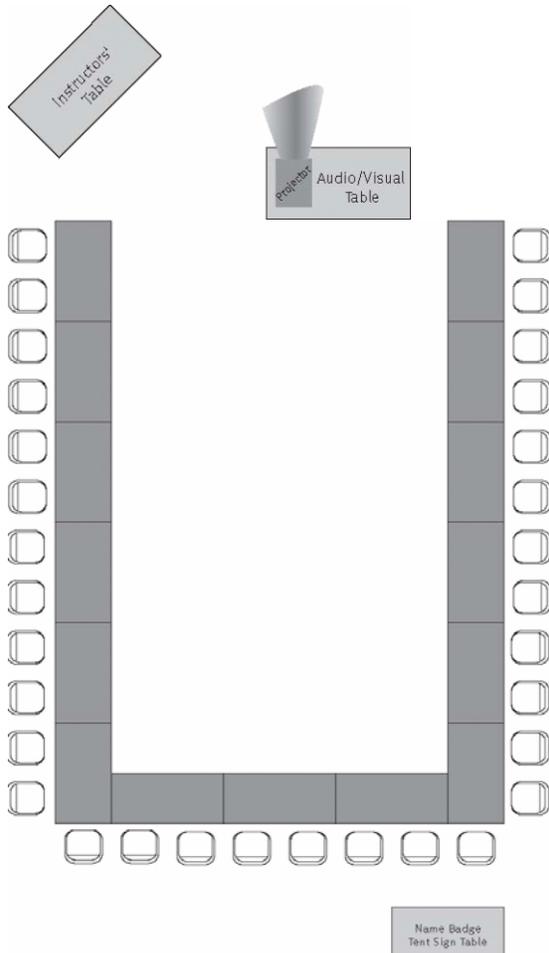
Standard “U” – Allows for maximum interaction between presenter and attendees.

Theater Style – Suitable for short or one-day lecture oriented meetings.

Classroom Style – Great for any length meeting.

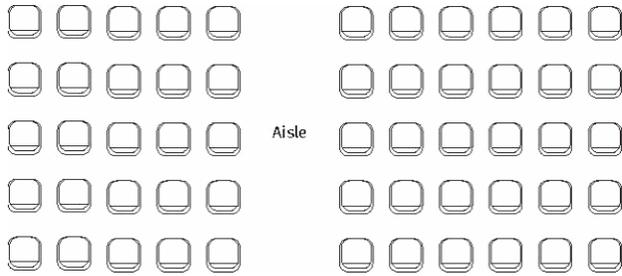
Board Room – Ideal for small group training and facilitations.

Standard U-shape



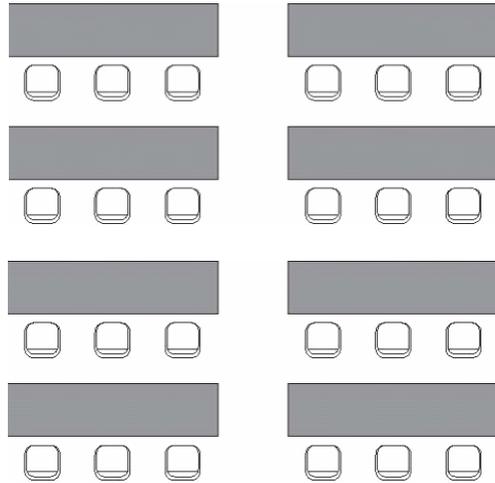
Theater Style

Front of Room



Classroom Style

Front of Room



On-Site Procedures

On the day of the on-site training session, be sure to arrive early to check room setup, course materials, audio visual equipment, lighting, room temperature, food and beverages. This can also be done the evening prior to the training if possible. If you are using a hotel: check-in with sales/banquet coordinator. Be prepared to greet attendees and the instructor at session location. Confirm hotel announcement, signage and notices (include the room name for the session and times). At your organizations training facility: Post an announcement at the reception desk or entrance to the training facility, provide driving directions if necessary.

Event Checklist

1. Hotel/Corporate Site Setting

Upon arriving at the hotel, the night before (if possible), check marquee/reader board for the sponsor name, course title, meeting room name, course date and time. Post scheduled lunch time and breaks. If possible, contact the hotel/corporate representative and have the meeting room opened. If the Falmouth Institute faculty member has checked into the hotel, it might be appropriate to introduce yourself and address last-minute concerns.

2. Check Setup of Meeting Room

Verify that the training room is set for the correct number of attendees.

Standard “U” Shape – outside seating recommended.
(See room diagrams on pages 10 and 11)

Pay special attention to the positioning of the A/V equipment. Is the screen visible from each seat? Try various seat positions.

3. Request any missing equipment, make changes as needed to room(s).

Set out table signs and name badges on the rear table.

4. Are the ceiling lights shining directly on the screen? If so, have the screen re-positioned or have engineering turn off/unscrew the light bulb to remove glare.

5. Locate restroom areas, public phones and emergency exits.

Daily Checklists

Course Day 1

6:30 a.m.	Set up training room (if unable to do so the previous night). Use your judgment for start time if room has not been set up the previous evening. Allow 20 minutes per room for setup. You need to be finished setting the room and ready to greet attendees by 8 a.m.
7:00 a.m.	Check room temperature and make change requests with the banquet floor manager (hotel location) immediately. Turn on the projector. Re-check the lighting to make sure spotlights are not shining on the screen. Put any signage on easels outside the training/meeting room doors.
7:30 a.m.	If you're offering a pre-event coffee break, make sure the break area is set up by 7:30 a.m. Count the number of items ordered and verify delivery: ample cups, glasses, plates, napkins, silverware, tea bags, cream and sugar. Make contact with the assigned instructor. Communicate to the instructor/proctor course breaks, lunch, session ending times.
7:45 a.m.	Post course breaks, lunch and ending time. Course participants should sign the master course attendee roster, give each a course binder if you have not already distributed them, and make a name badge and table sign.
8:00 a.m.	Coffee and rolls, if offered
8:30 a.m.	Course session begins
	Check the training room temperature once the course begins. Is it too hot or too cold? If necessary, call engineering (hotel location) to adjust.
9:30 a.m.	Check the 10 a.m. break, if offered
11:30 a.m.	Check the lunch setup, if offered
12:00 p.m.	Lunch, if offered
2:30 p.m.	Check the 3 p.m. break, if offered
5:00 p.m.	Course session ends. If the room can be locked, lock doors. If the room can not be locked, collect all equipment and all administrative material from the training room. Keep in a secure area. You will need these same materials for Day 2.

Course Day 2

6:30 a.m. – 8:30 a.m.	Same as Day 1, if needed, re-set the training room, check for the proper A/V equipment in the room, check the lighting and room temperature before the course start time at 8:30 a.m. Administration desk setup and arrival of assigned on-site coordinator. Post course breaks, lunch and ending time. If you're offering the morning coffee break, check the setup by 7:30 a.m.
8:30 a.m.	Course session begins. Once the course is underway, check room temperature. Too hot/cold? (If necessary call engineering to adjust.) Blank course evaluation forms can be given to the assigned instructor to distribute to attendees. Evaluations may be completed in either pen or pencil. (Falmouth Institute faculty are not allowed to collect or view evaluations.) Have the on-site coordinator collect the completed evaluation forms no later than 5 p.m. Once all evaluations have been received, seal in the envelope provided. You will then return evaluations along with other course materials to Falmouth Institute using the UPS 2nd Day return envelope which is provided to you in the exam package.
9:30 a.m.	Check the 10 a.m. break, if offered
11:30 a.m.	Check the lunch set-up, if offered
12:00 p.m.	Lunch, if offered
2:30 p.m.	Check the 3 p.m. break, if offered
5:00 p.m.	Course session ends

Post-Session Tasks

Collect projector and all administrative material from the training room. Pack the materials to be shipped back to Falmouth Institute. You will be returning extra course binders, projector (pack in self-contained locked case), and supplementary training material. Use the UPS 2nd Day Air shipping document which is provided to you.

Fill in the top portion – #1 your name, address and telephone number; and, #9 shippers signature and date. Remove the shipper's copy for your records. Remove the backing and affix the UPS Air shipping document to the top of the package (not over any seams or closures).

Inquire with the hotel or corporate host for proper UPS pick up procedures. If necessary take your package or box of material to your shipping department, or contact your hotel/corporate representative to ensure shipping staff picks up the materials to return to Falmouth Institute.

Call UPS (1-800-742-5877)* for pickup. The projector must be returned within 24-hours using a UPS 2nd Day Air return label.

The success of this training course and the education of your staff are very important to us. We look forward to working with you to deliver a unique learning experience that exceeds your needs and expectations.

**For more information on our on-site training process or to
schedule an training session, please contact:**

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