



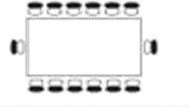
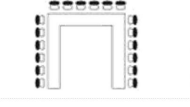
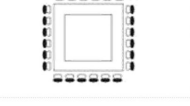
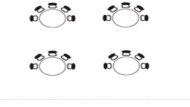
Facilitator Notes

Layout and Logistics

- You will need a minimum of **1 hour**

Ideal Room Layout

- Hollow square without chairs and tables (ideal)
- Cabaret (ideal)
- Classroom (can work)

Theatre	
Classroom	
Boardroom	
U-Shape	
Hollow Square	
Cabaret - Round or Square Tables	

You'll need

- A stopwatch
- A flipchart for each group
- Pens for each group (give them a few different colours)
- A printed scenario for each group (each should be in an envelope labelled “do not open until told to”)
- The slide deck

Preparation

- Arrange for team facilitators; if you can get any CTAs, that's ideal. If not, select some of your favourite people and ensure you've got enough skilled people to cover all topic areas
- Ask your facilitators to read and familiarise themselves with the scenario in advance of the session.
- On the day, prepare each blank flipchart by writing the topic area at the top.
 - Space them around the room, or one at each table
 - Provide markers of multiple colours
- We recommend placing the topic areas in this order (there are a few teams who will need to talk more frequently):
 - Role Hierarchy
 - Data Model
 - Sharing
 - Integration
 - Reporting
 - Salesforce application design
 - Actors and Licenses
 - Single Sign-On
 - Governance
 - Development Lifecycle
- **Quick Win:** When attendees enter the room, ask them to go to the area or table that relates a topic they have experience with. If it's full, they should choose another one.

Instructions

Introduce the Session (5 mins)

- Use the slide deck to introduce the concept, rules and format of the session. It shouldn't take longer than 5 minutes.
- Some people may want to spectate rather than take part - that's fine
- **They mustn't open the scenario until you start the clock**

Organise the Teams (3 mins)

- Allow 3-5 mins for people to organise themselves
- Tell them to go to the flipchart for a topic area they have experience in.
- Each team should nominate a spokesperson to present their solution
- Try not to have more than 6 in a team; each team should have a good mix of knowledgeable people and learners.
- If you've got a team with no knowledge or experience in the area, please go round the room and find someone who has. Move them to the team.

Start the Clock!

- They have 20 mins to read and solve the scenario¹
- After 20 minutes, they **must** all STOP²

¹ If you're lucky enough to have more time, adjust to 30 minutes

² If this session is being held at a user group, this would be a great time to give everyone a break - get food and drink, chat about the experience

What to Tell The Teams

This section is for facilitators who are helping the teams as they solve their part of the scenario

- There is no right or wrong way to build the artefacts. But play nice.
- Teams might not always agree on a solution - if arguments start, remind them that their time is limited.
- Give disruptive people one warning before asking them to leave the team - use your judgement
- They should pick a format that works for their team - a diagram, a list, a table - something that makes sense given the time limit
- Encourage the teams to write on their flipchart in LARGE writing so that it can easily be seen.
- There are no right or wrong answers - and no solution key either
- Any approach is okay as long as they can justify it
- If they're not sure on something e.g. data model, tell them to go and ask the team dealing with that part
- It's okay to make assumptions about the customer's decisions and landscape
- It's **not** okay to make assumptions about an area another team is dealing with!
- Be bold and **recommend** - don't give options! This isn't easy for consultants, as they are used to giving client-friendly answers. Tell them to make assumptions about the client's needs / capabilities / budget if they have to.
- Presentation style is up to them - if they're not sure how to present, they could talk through:
 - This is what we decided
 - This is why
 - Because x team is doing y, we will do z

Presentations (20 mins)

- Each team will be called upon to present their solution.
- Their spokesperson has 2 minutes (timed) to present their solution - with justifications. **Stop them** at the 2-minute point.
- At this stage, you're up to 48 mins, so you can afford an extra 10 minutes for questions or discussion (at your discretion).
- If you're lucky enough to have more time than allowed, open the floor for questions after each team presents their solution. Often the discussion is very useful.

Closing

Thank everyone for their time, ask for session feedback and share the feedback with the wider community!

If you have any feedback about this document, or would like to add anything, please email gemma@archladies.com