

**Meeting of State Commission Executive Directors
April 5-6 , 2005
Washington DC.**

Session Planning and Design Worksheet

Session Lead and contact information:

Dan Barutta

**Session Title,
Date and Time:**

CNCS Relationships and Communication with Commissions Tuesday, April 5 th , 11:00 am – 12:30 pm
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Session Objective(s): *What is the overall purpose of the session? What knowledge/skills/attitudes is the session designed to achieve?*

Purpose: To communicate the Corporation's commitment to improving customer service to state commissions, share how we have been working on this, and seek feedback/input for the future.

Objectives: By the end of this session, EDs will:

1. Understand the new structure of AmeriCorps and in particular, the role of their Program Officer and understand the rationale behind the new structure
2. Understand that while the PO is the first point of contact, there are other resource people supporting the PO and the commissions – introductions of Executive Team members
3. Understand the roles of a few other key units and how they support/relate to state commissions – OGM, OLDT, Government Affairs, RPD, and State Offices
4. Have received and provided suggested upgrades and expansions of the proposed customer service "touch points."

Session Outline: *List the methods you will use to achieve the session's objectives.*

Method (e.g. lecturette, small group work, case study, etc.)	Describe what will be covered in each segment.	Length in minutes	Presenter(s)
Large Group	Welcome, review purpose of session, what we hope to accomplish and Introduce presenters	5	Rosie Mauk
Speaker	Overview of AmeriCorps reorganization, rationale behind the reorganization, the role of the Program Officer, and other key staff	15	Ralph Morales
Speaker	Set the stage for the next presenters – “while the PO is the first point of contact, there are other resource people” -- ask Exec Team to go around the room and intro themselves (name, title)	10	Rosie Mauk
Speaker	Set the stage for “there are a few people on the Exec Team that we’ve asked to say a few words because their units have special roles in relation to state commissions” – intro each of the next speakers	2	Rosie Mauk
Panel	<p>Each speaker will cover:</p> <ul style="list-style-type: none"> • The role of their unit in relation to commissions • The 2-3 key things commissions need to know about what their unit is doing with/for state commissions • Where else on the agenda of the EDs meeting they will learn more about their unit 	3 min/each except Kathy who gets 5 for total of 17 minutes	Peg Rosenberry Gretchen Van der Veer Bob Grimm Paul Schrader Kathy Ott
Speaker	Talk about the commitment we all want to make to customer service and the written customer service commitments we want to deliver at the Grantee Meeting	3	Rosie Mauk and David Eisner
Speaker	Review of proposed customer service touch points	5	Dan Barutta
Large group discussion	Solicit suggested upgrades or expansion to the customer service “touch points” presented	30	Rosie facilitate
Speaker	Reiterate the Corporation’s commitment to This work	2	Rosie/David

Handouts, overhead transparencies, and other pre-printed materials. *List handouts.*

- Slide of AmeriCorps reorganization
- Handouts in the packets from Executive Team members
- Handout in packet of Proposed role changes for Corporation Training Officers (slide with the 3 big shifts)
- Slide of the proposed customer service touch points

Equipment and Supplies.

We will have a laptop and LCD projector available for any Powerpoint needs. Flipcharts/markers will also be available.