One to One

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One to One

A technique for ultra-personalised vocabulary reformulation, analysis and practice in business One-to-One lessons, that works at (almost) any level, using Post-It™ notes

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Pairwork

Jigsaw Reading

Mill drills

Peer correction

Group Role plays

Dictogloss

Running Dictation

Information gap activities

Pairwork

Brainstorming

Peer learning

Pyramid grouping

Whole class feedback

Peer to peer dictation

Groupwork

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“A teacher’s greatest responsibility is response-ability”

Peter Wilburg, One to One

“A teacher’s greatest responsibility is response-ability”

“The product and test of one-to-one teaching is a *piece of work* done by the student and requiring that he or she reformulates his or her own content at a new level of awareness, skill and linguistic competence”

Peter Wilberg, One to One

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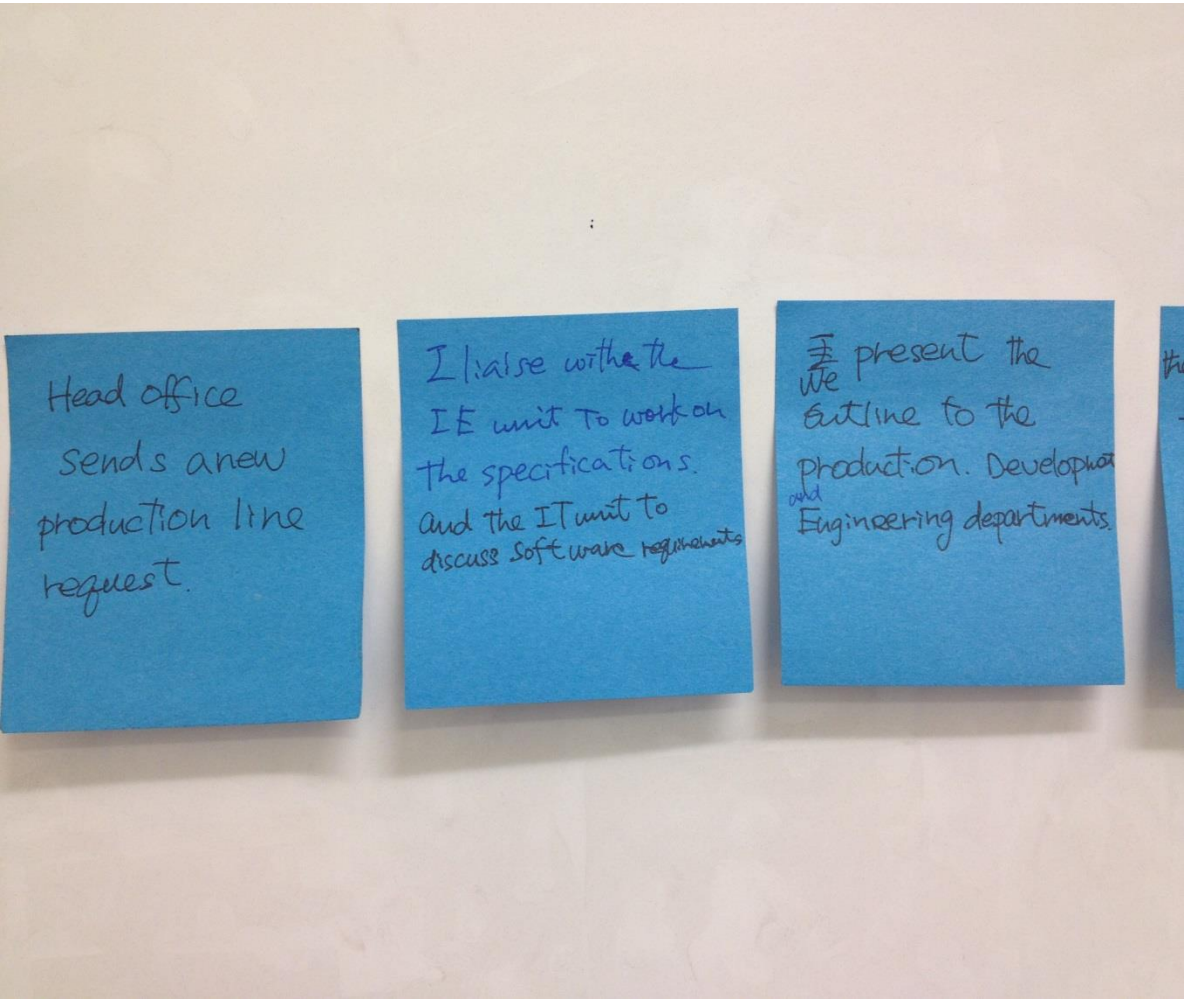
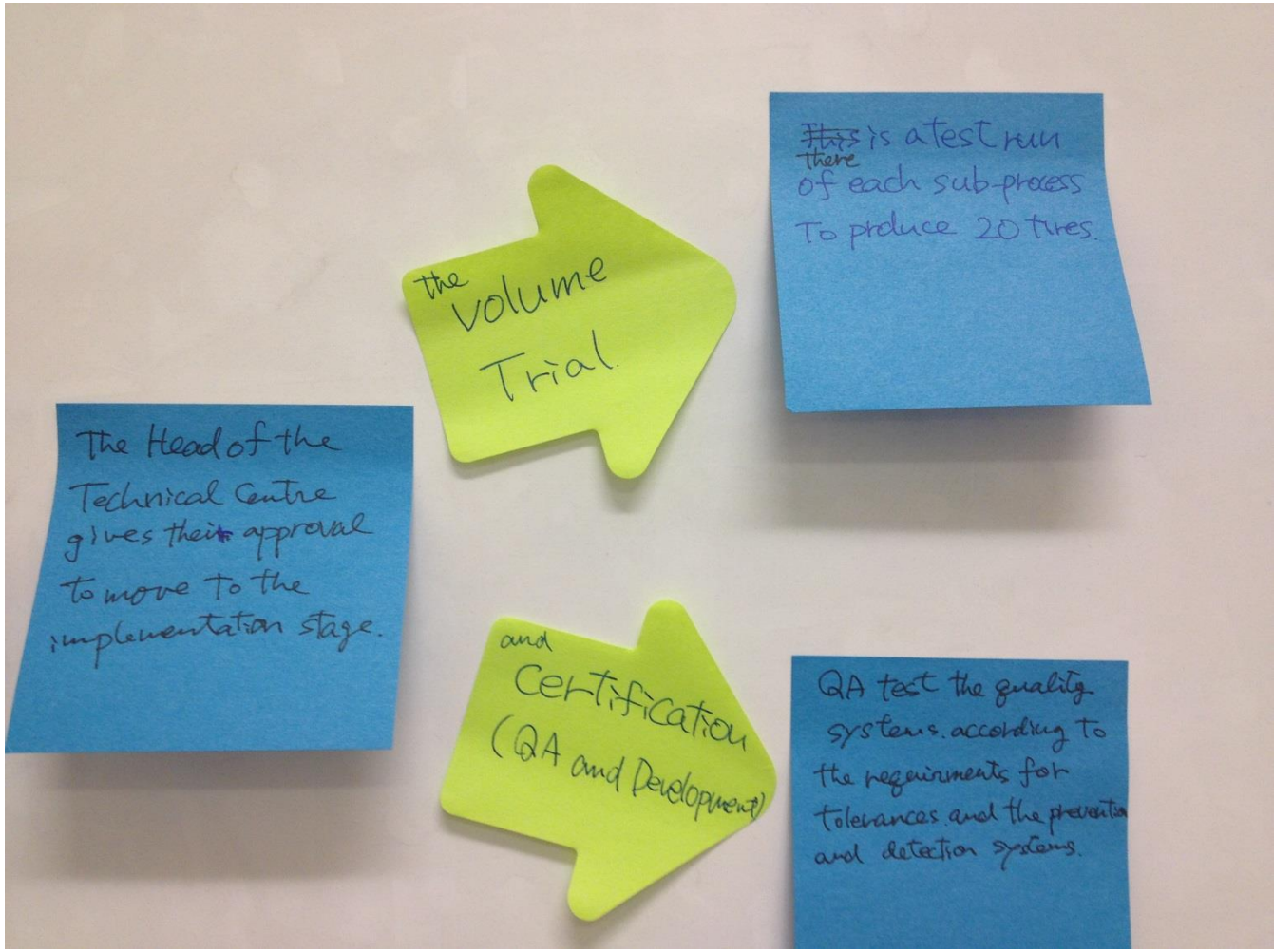
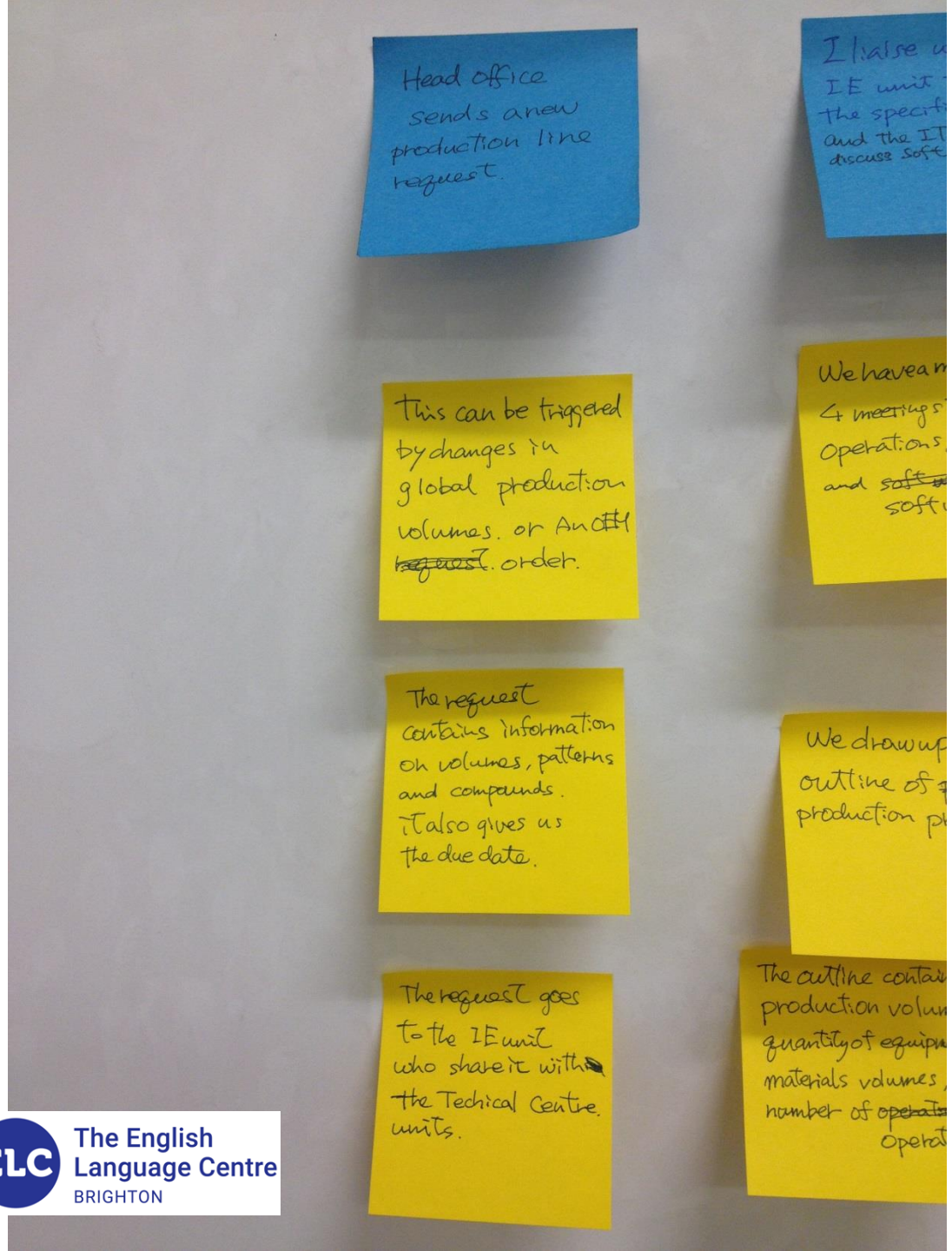
- New request => production line from HO
- IE Unit - product specs
- Outline => board approval
- Multi-group team starts work
- Performance testing, development
- Approval => initial stage
- Testing, QA
- Tech centre approval => mass prod.n


Head office sends a new production line request.
I liaise with the IE unit To work on the specifications. and the IT unit to discuss software requirements
I/We present the outline to the production. Development and Engineering departments.


The Head of the Technical Centre gives their approval to move to the implementation stage.
the Volume Trial.
This/there is a test run of each sub-process To produce 20 tires.
and Certification (QA and Development)
QA test the quality systems. according to the requirements for tolerances and the prevention and detection systems.



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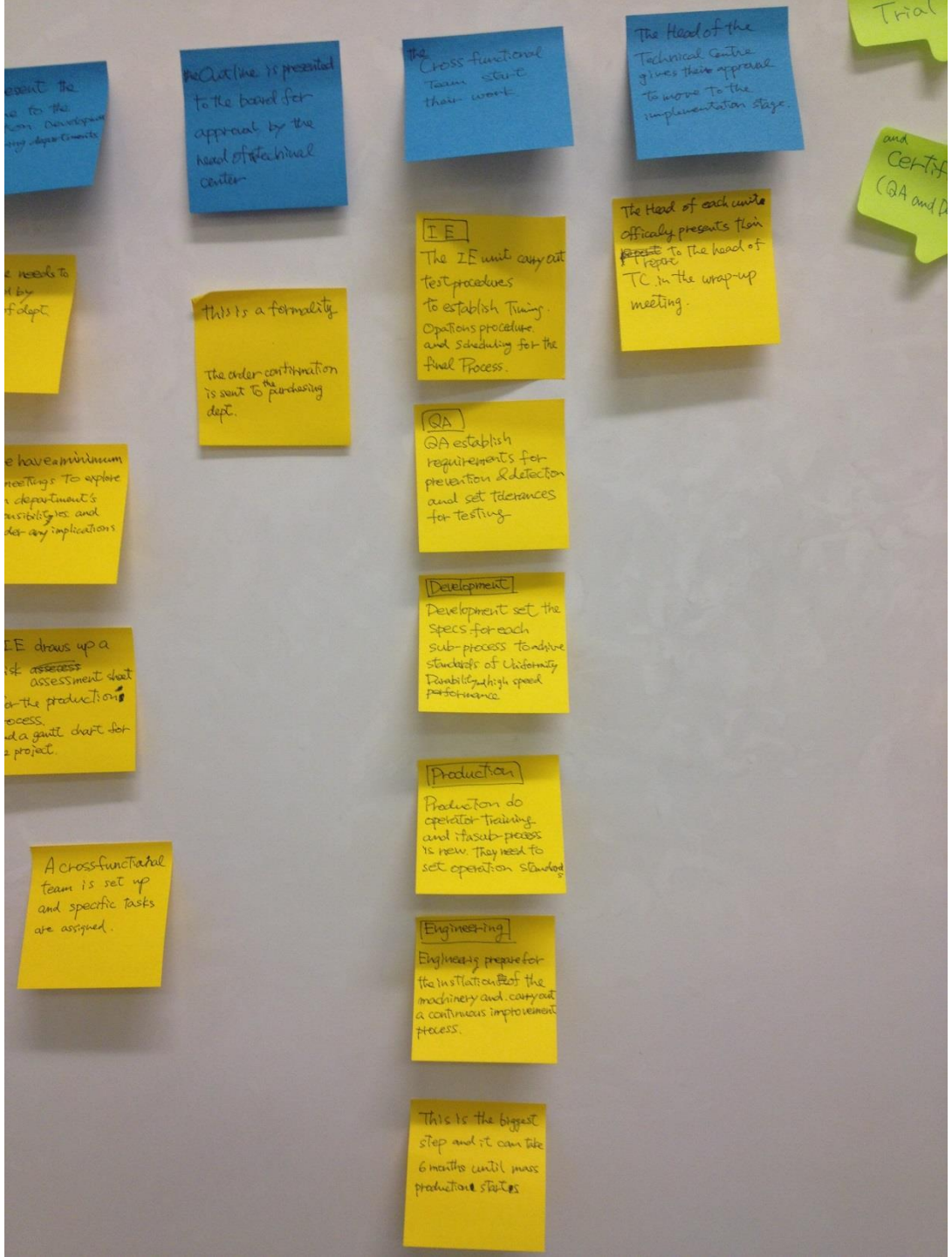

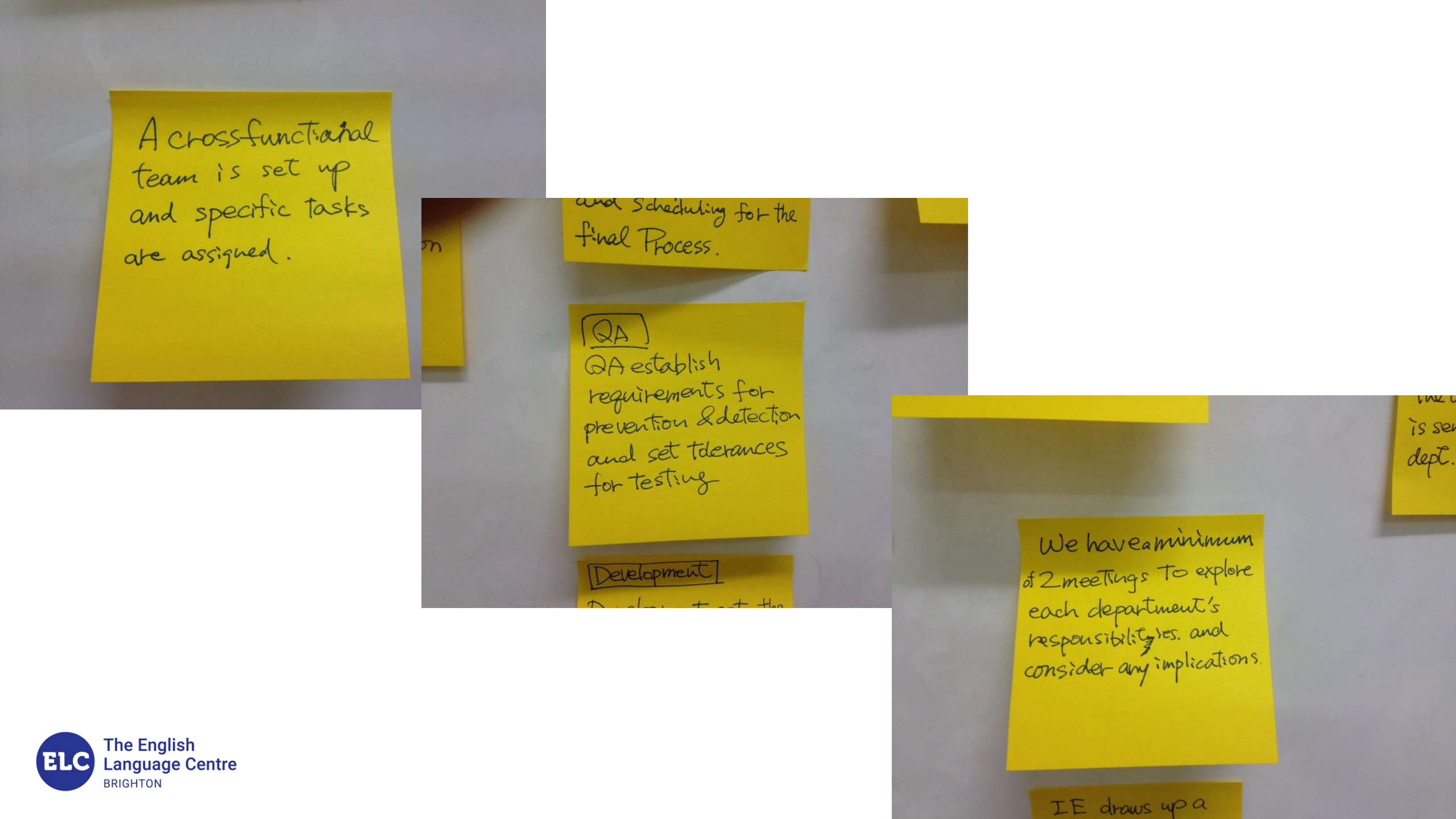

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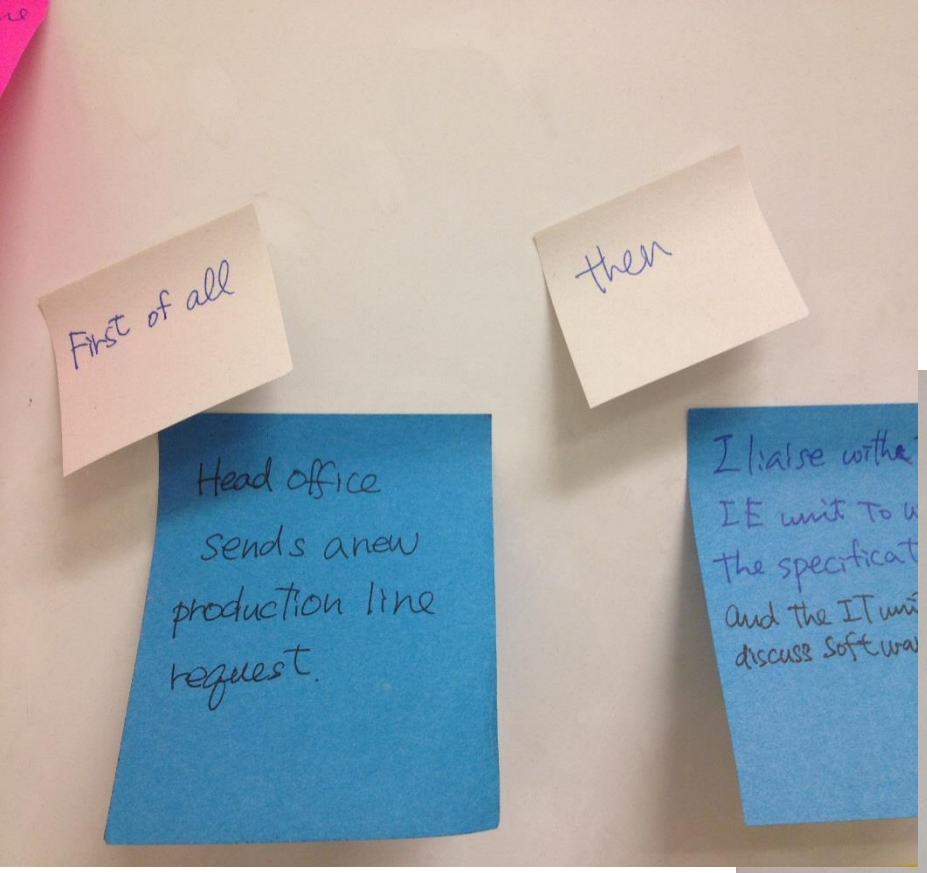
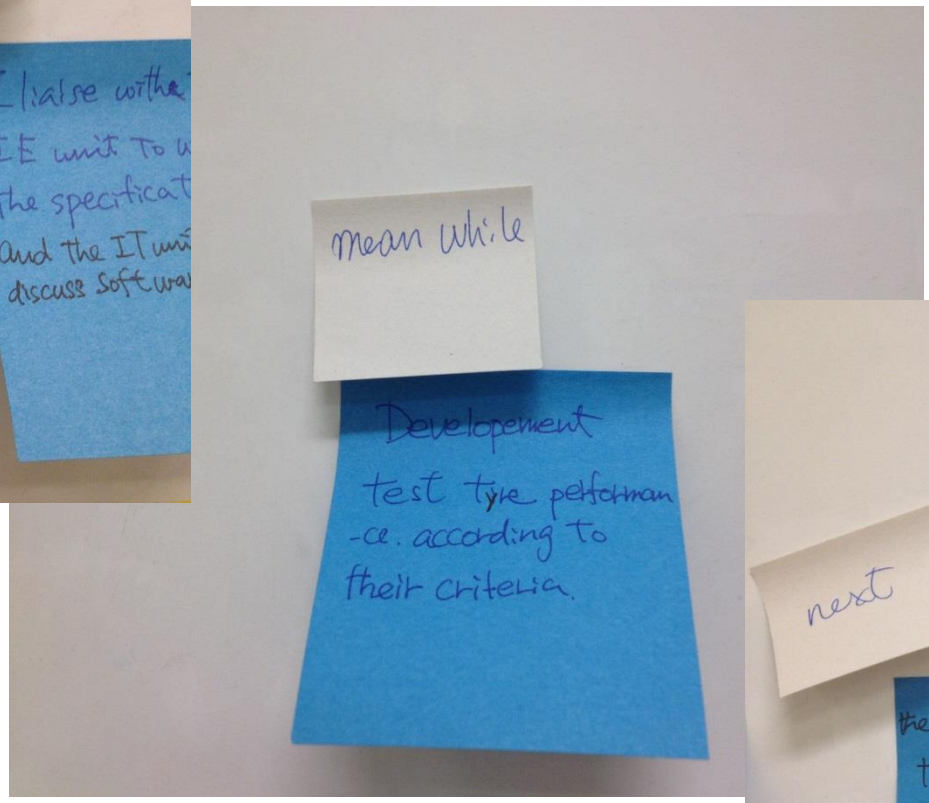
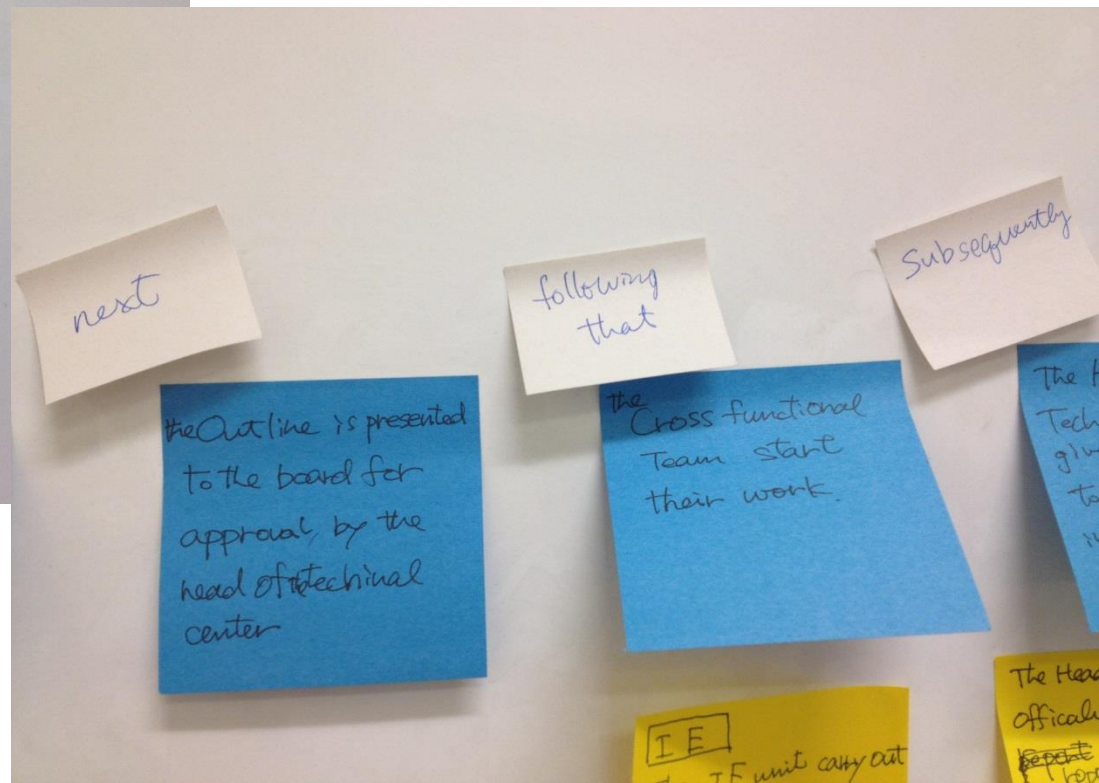
What now … ?

Sequencing







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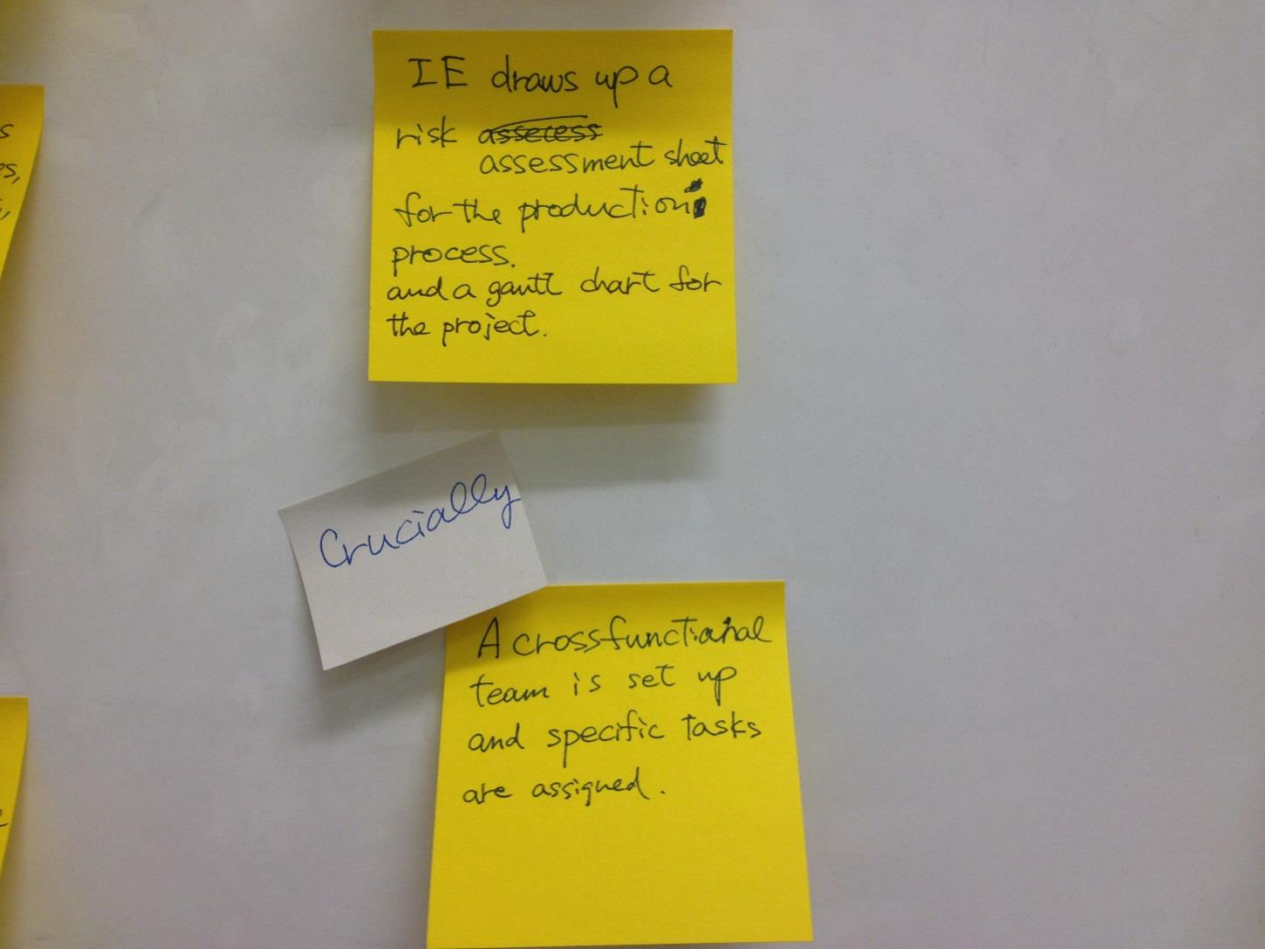
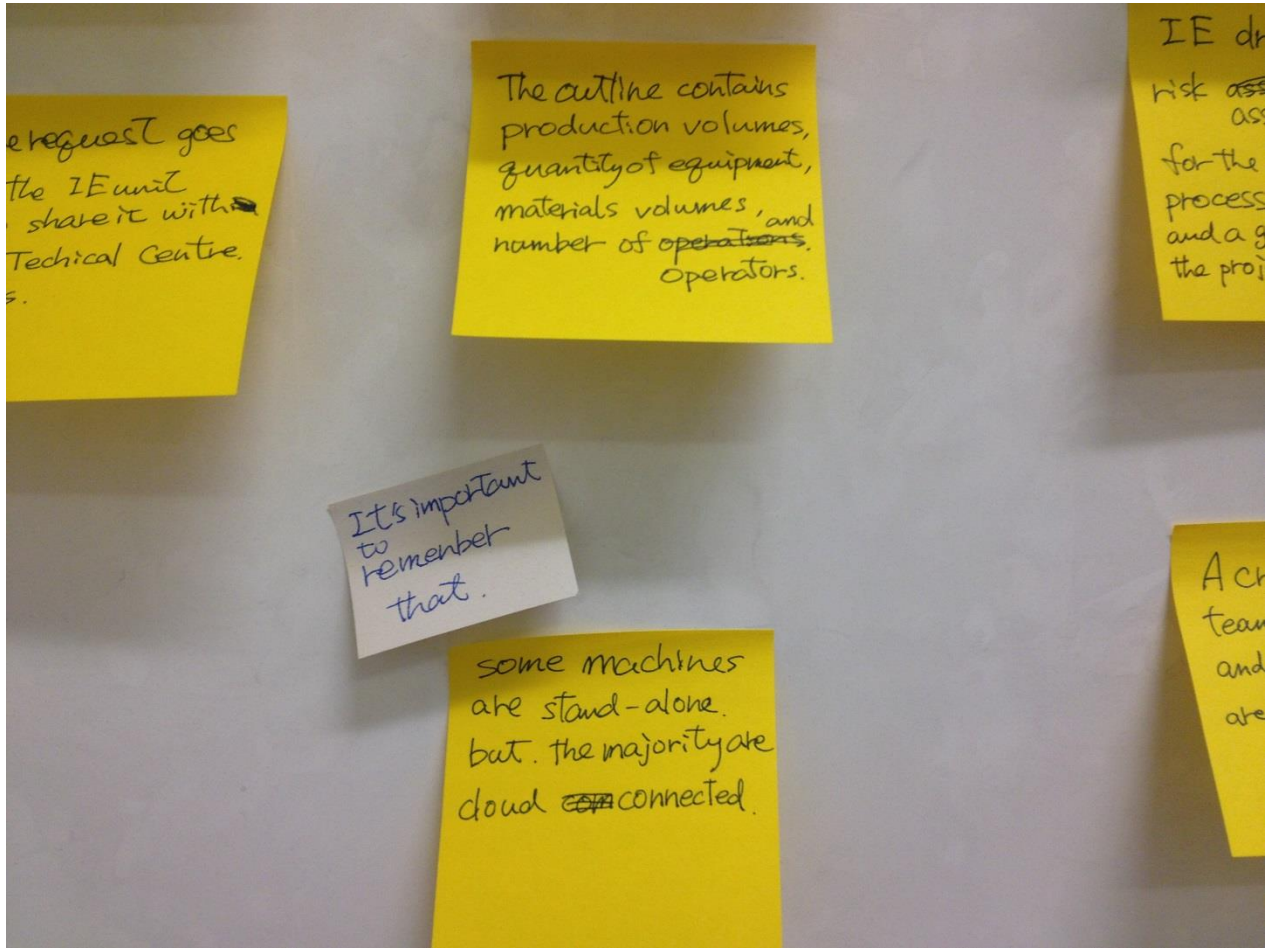
Highlighting key points





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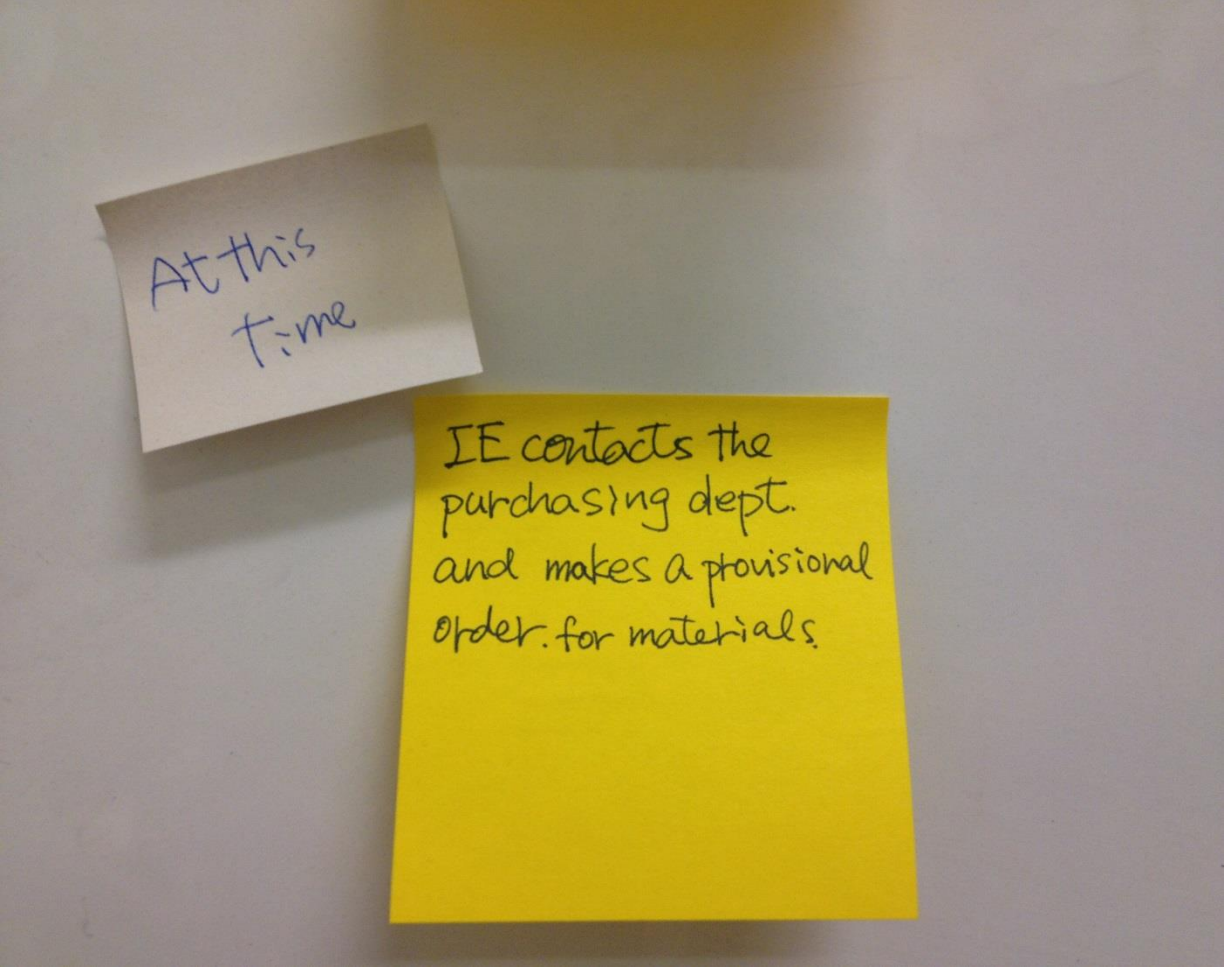
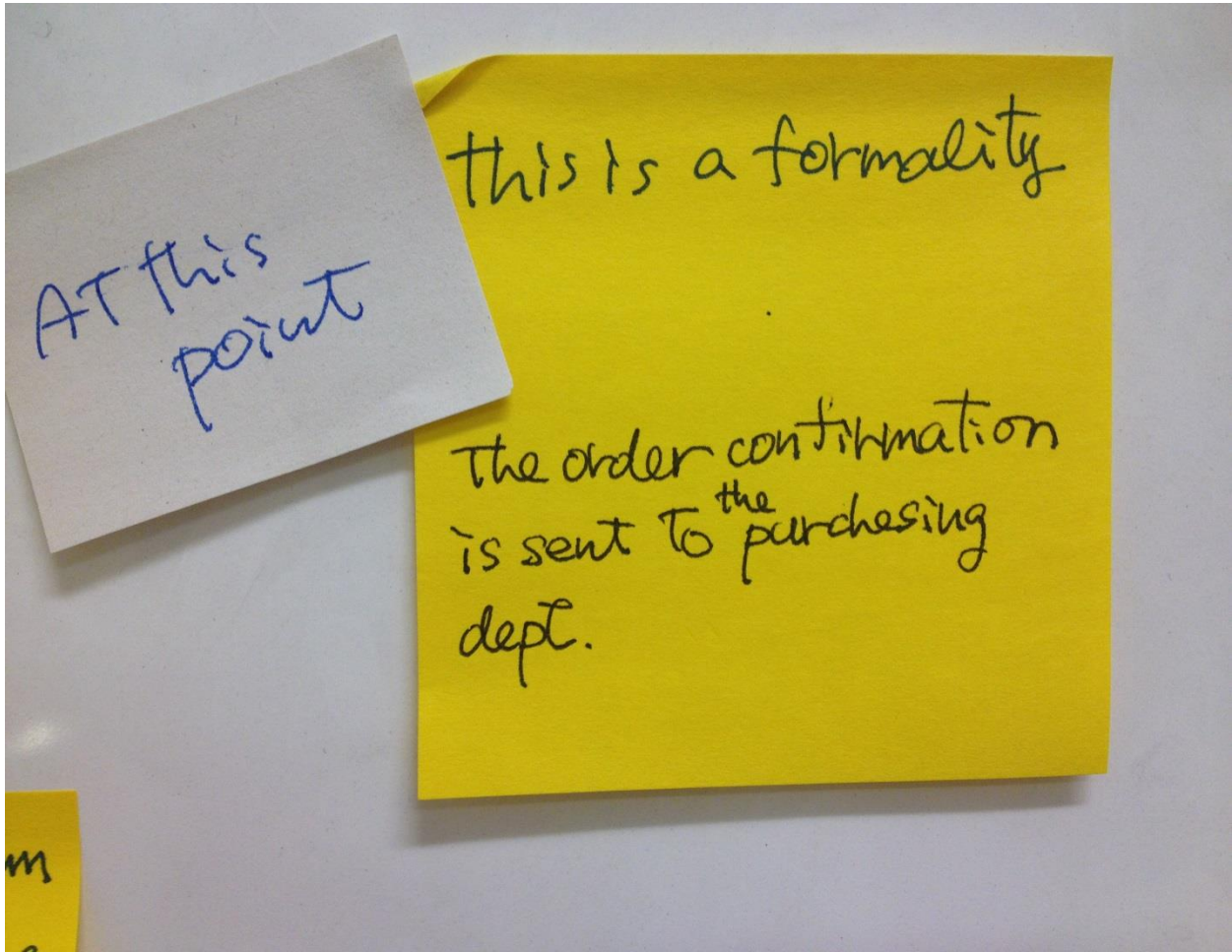
Time markers





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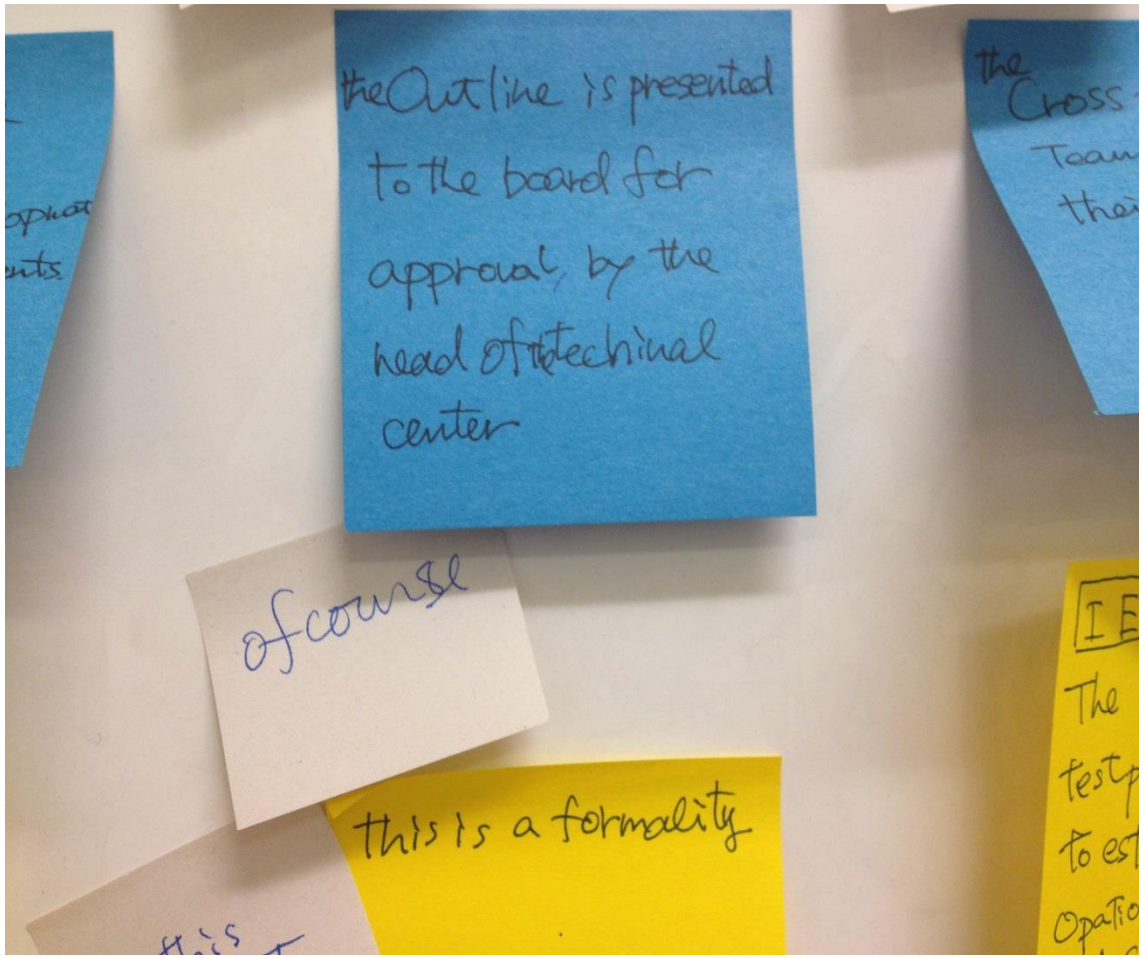
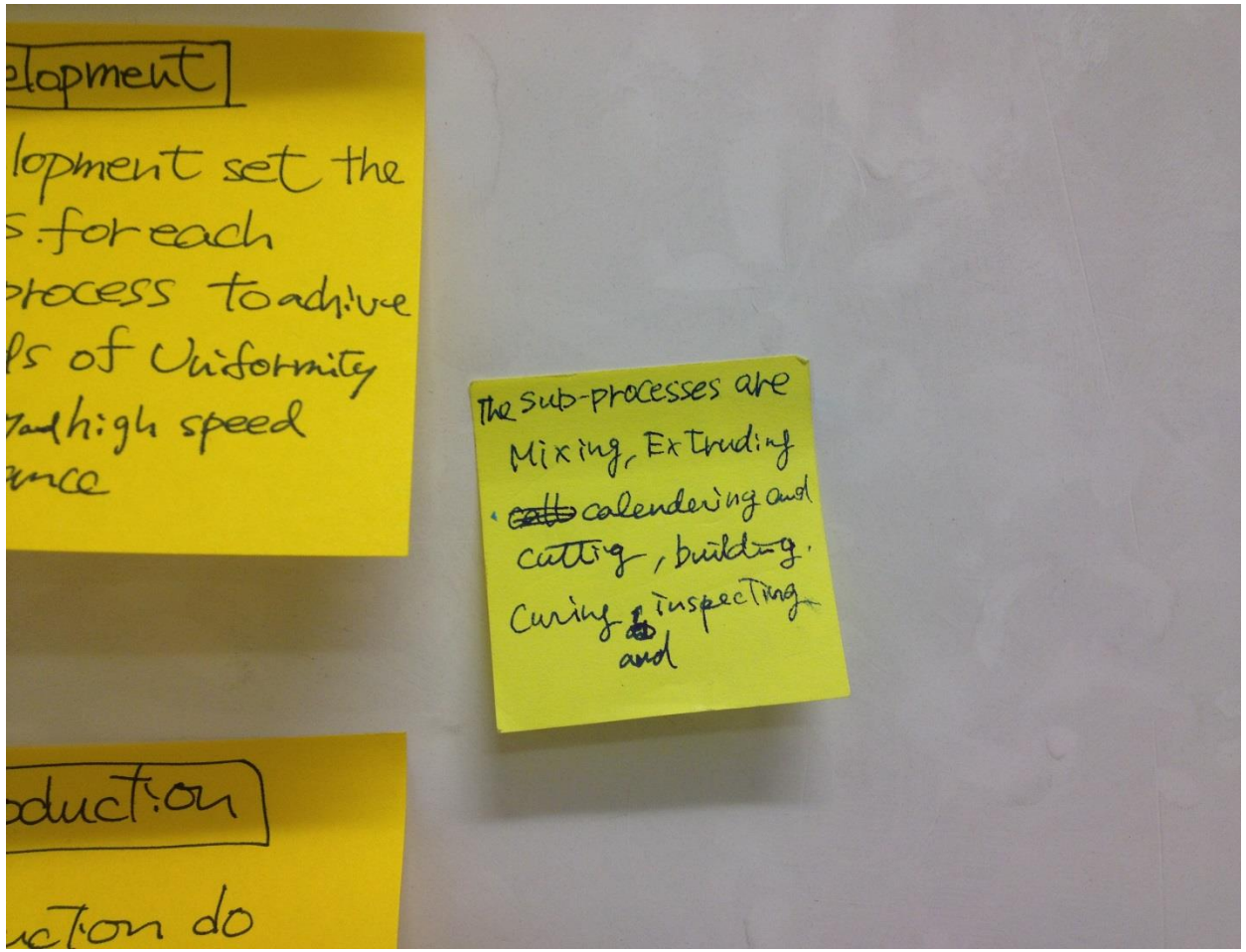
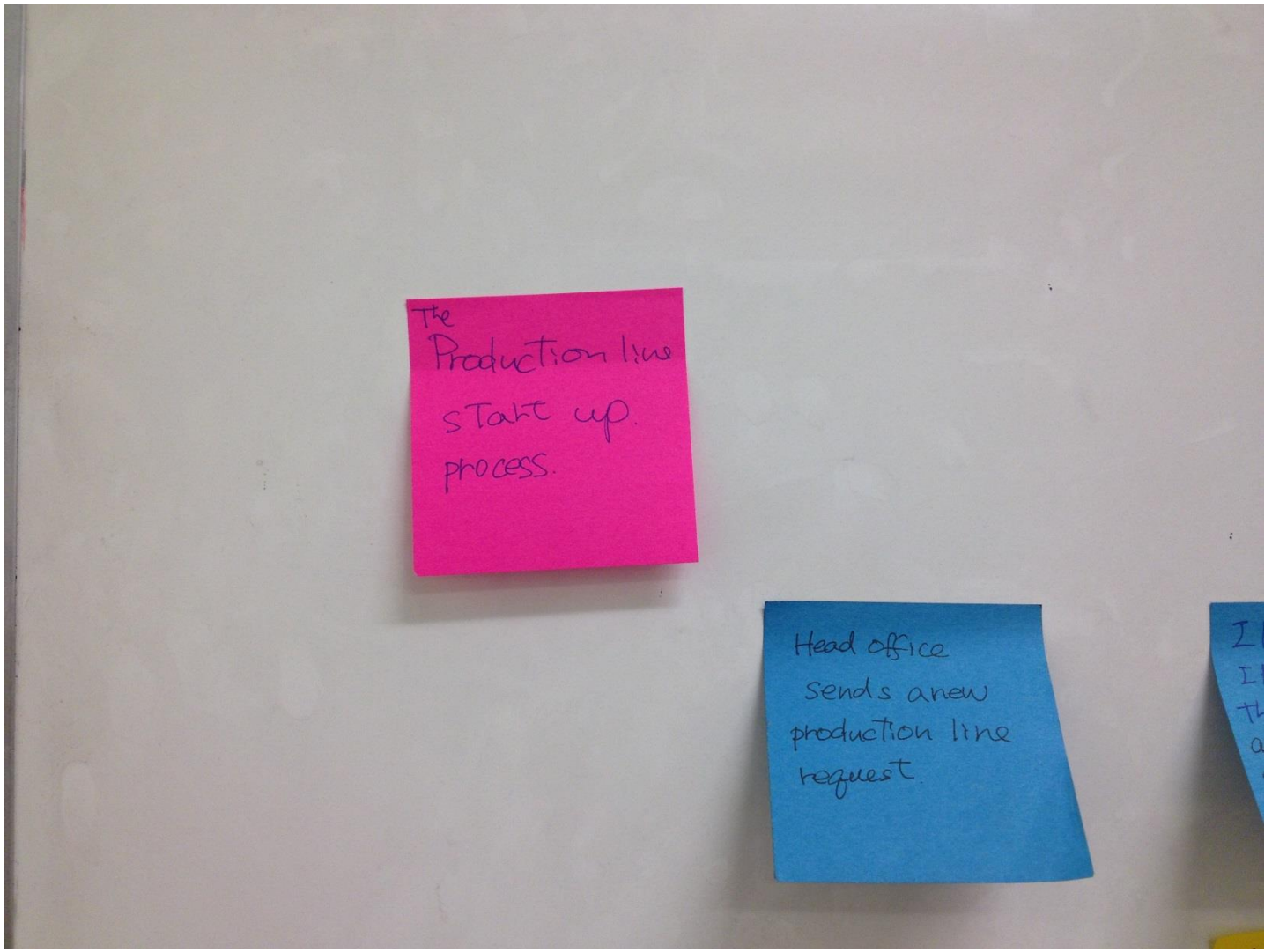
Comments



Extra details



Title



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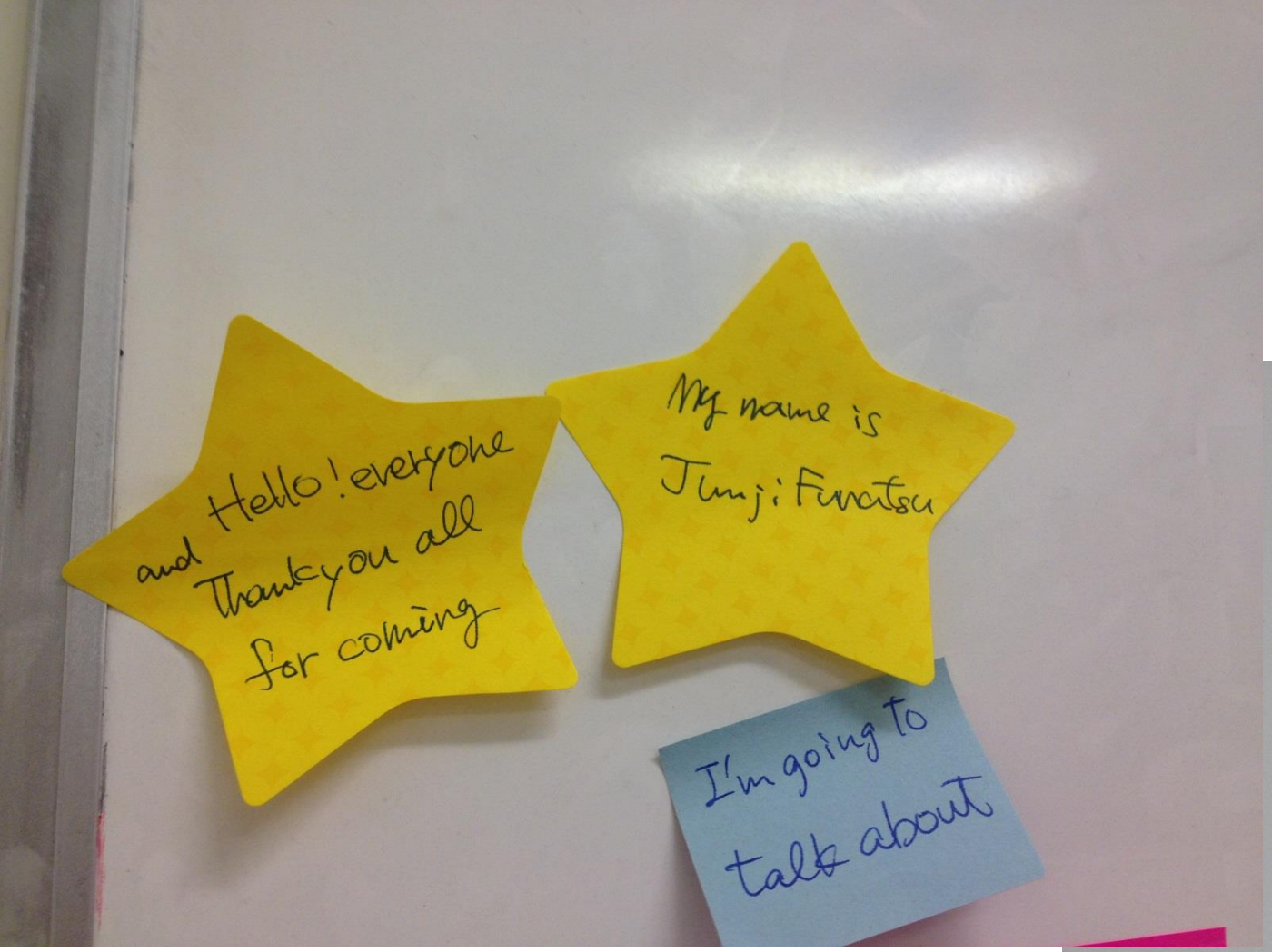
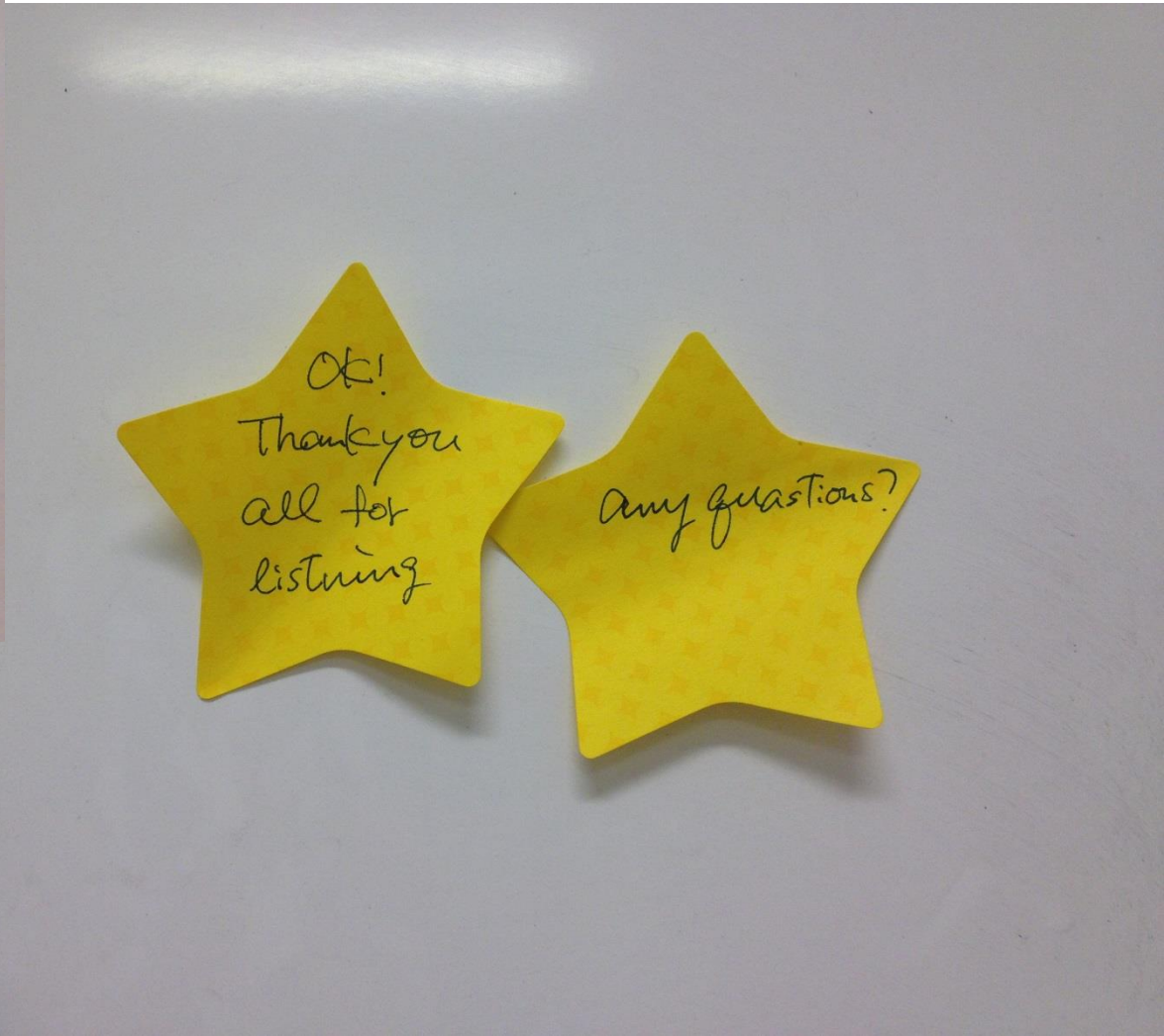
Presentation language





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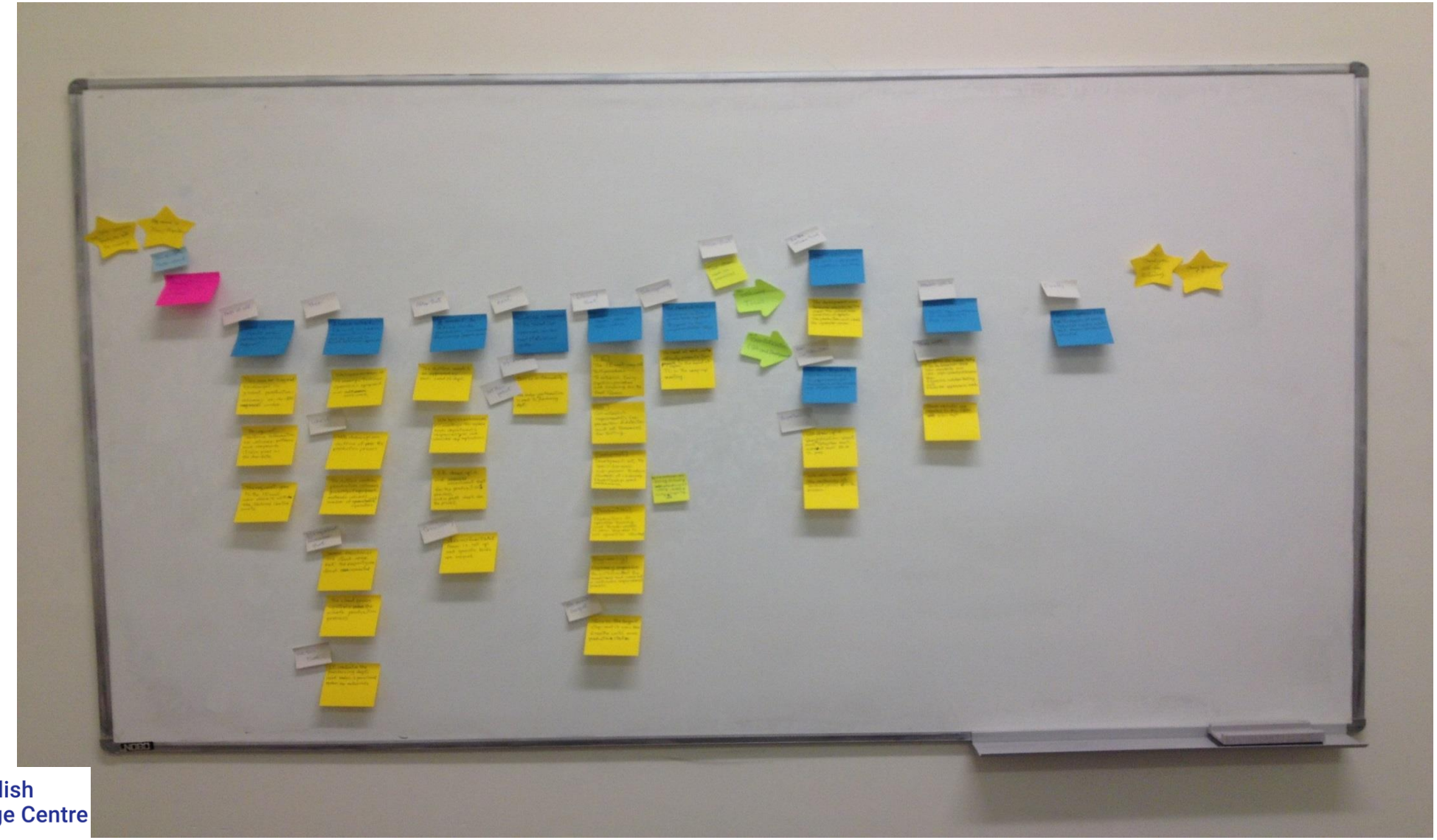
Ta-da …. !



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So now what … ?

Hello and thank you all for coming. My name is Nathalie Shulz, I am the Expert Communication for Customer Service and I'm here to talk about *Project Management in 7 Steps.*

So, let's begin...

Initially, I am made aware of a project which will impact on Customer Service

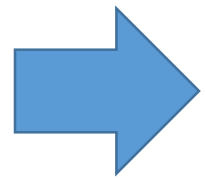
- This can arise from my line-manager, the management team or the project sponsor.
- Typically, lead-time is minimal- the project is about to begin or is already underway.
- Remember: time is always pressing!

In the second step, I interview the various stakeholders

- These are individuals who work where the project will impact.
- This could be Customer Service or other divisions, such as HR, Sales, etc.
- Key issues are resources, impact, timelines, risk & expectations.
- These factors can affect stakeholder buy-in and, ultimately, project success.
- My objective is to join up the dots and see the big picture in terms of project impact.

Following this, I put together a project team

- Depending on the size of the project, I may work alone, but typically...
- I am either project-lead or I sit on a project team.
- The makeup of the team is derived from my stakeholder interviews.
- This phase can be challenging as we need to get up and running quickly. This is vital!



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Gap-fill

First __ all, we take delivery ___ the tissue culture _____ our sole supplier.

- The tissue cultures are grown __ cups __ a liquid medium. The medium is a closely guarded secret and is part __ the proprietary knowledge __ the supplier.
- It's important that we receive the correct variety __ plants __ the correct time. To achieve this, we follow a year-round program based __ customer needs, country-specific preferences, holidays, etc. This is vital.
- Because __ the 2 year time lag _____ ordering the tissue cultures and final delivery __ the finished product, planning __ future market requirements is critical.
- To improve planning we gather information __ all stages __ the process (both internal and external) and work to develop closer relationships _____ our customers
- We also have a very close strategic relationship ____ our supplier and key process data flows __ both directions.
- Our quality requirements are very strict as any laboratory errors can have a serious impact ____ us.

Then the young plants are transplanted into trays with a bark-based growing medium. This happens after 30 weeks.

- Before being transplanted the plants are sorted into 3 sizes- small, medium and large. Small plants are rejected and replaced by the supplier.
- Transplanting is very delicate work, if the stem is crushed then the plant will die.

Insert your own ideas here …

+

- Heads up
- Physical
- Multi-level
- Promotes discourse awareness
- Ultra-personalised
- Useful

Practical tip: Real Post-It™ notes stick