

One to One

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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

Pairwork

Mill drills

Jigsaw Reading

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

“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



- 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.

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.

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.

Head office
sends a new
production line
request.

I raise a
IE unit
the specif
and the IT
discuss soft

This can be triggered
by changes in
global production
volumes, or An off
request order.

We have a
4 meetings
Operations
and soft
soft

The request
contains information
on volumes, patterns
and compounds.
It also gives us
the due date.

We draw up
outline of
production p

The request goes
to the IE unit
who share it with
the Technical Centre
units.

The outline contains
production volume
quantity of equipment
materials volumes,
number of operators
operator

?

present the
to the
Development
and design teams

The Outline is presented
to the board for
approval by the
head of technical
center

The
Cross functional
teams start
their work.

The Head of the
Technical Centre
gives their approval
to move to the
implementation stage.

Trial

and
Certif
(QA and D

needs to
d by
adapt

this is a formality.
The order confirmation
is sent to the purchasing
dept.

IE
The IE unit carry out
test procedures
to establish Timing,
Operations procedure
and scheduling for the
final Process.

The Head of each unit
officially presents their
report to the head of
TC in the wrap-up
meeting.

We have minimum
meetings to explore
department's
capabilities and
for any implications

QA
QA establish
requirements for
prevention & detection
and set tolerances
for testing.

IE draws up a
risk assessment sheet
for the production
process,
and a gantt chart for
the project.

Development
Development set the
specs for each
sub-process to define
standards of Uniformity
Flexibility & high speed
performance.

A cross-functional
team is set up
and specific tasks
are assigned.

Production
Production do
operator training
and if a sub-process
is new they need to
set operation standard

Engineering
Engineering prepare for
the installation of the
machinery and carry out
a continuous improvement
process.

This is the biggest
step and it can take
6 months until mass
production starts.

A cross-functional team is set up and specific tasks are assigned.

and scheduling for the final Process.

QA

QA establish requirements for prevention & detection and set tolerances for testing

Development

We have a minimum of 2 meetings to explore each department's responsibilities, and consider any implications.

IE draws up a

What now ... ?

Sequencing

First of all

Head office sends a new production line request.

then

Liaise with IE unit to u
The specificat
and the IT unit
discuss softwa

mean while

Development test tyre performan-
ce. according to their criteria.

next

the Outline is presented to the board for approval by the head of technical center

following that

the Cross functional Team start their work.

Subsequently

The H
Tech
gliv
to
M

IE
IF unit carry out

The Head
Official
Report
Report

IE draws up a
risk ~~assess~~
assessment sheet
for the production
process,
and a gantt chart for
the project.

Crucially

A cross-functional
team is set up
and specific tasks
are assigned.

Highlighting key points

request goes
the IE unit
share it with
Technical Centre.

The outline contains
production volumes,
quantity of equipment,
materials volumes, and
number of ~~operations~~
operators.

IE dr
risk ~~ass~~
ass
for the
process
and a g
the proj

It's important
to
remember
that.

some machines
are stand-alone.
but. the majority are
cloud ~~con~~ connected.

A cr
team
and
are

At this
time

IE contacts the
purchasing dept.
and makes a provisional
order for materials.

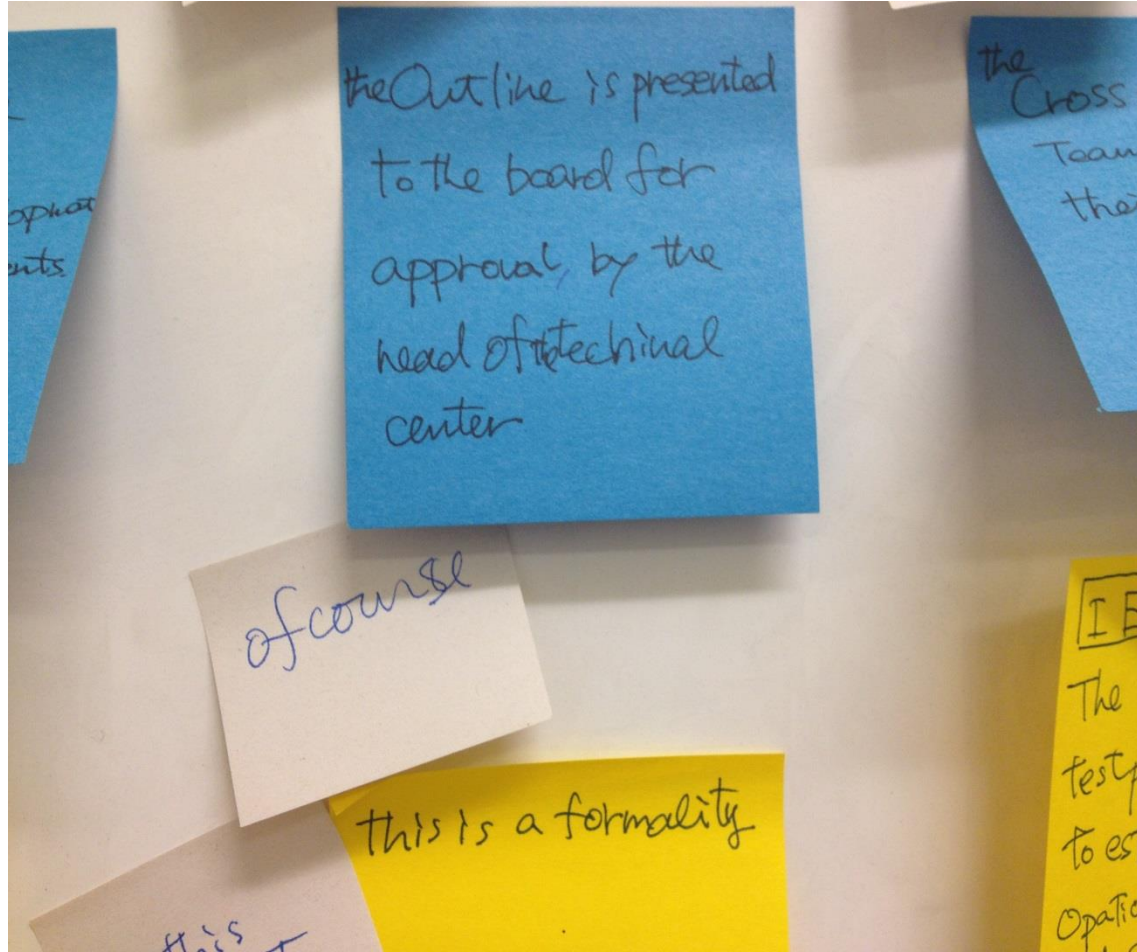
Time markers

AT this
point

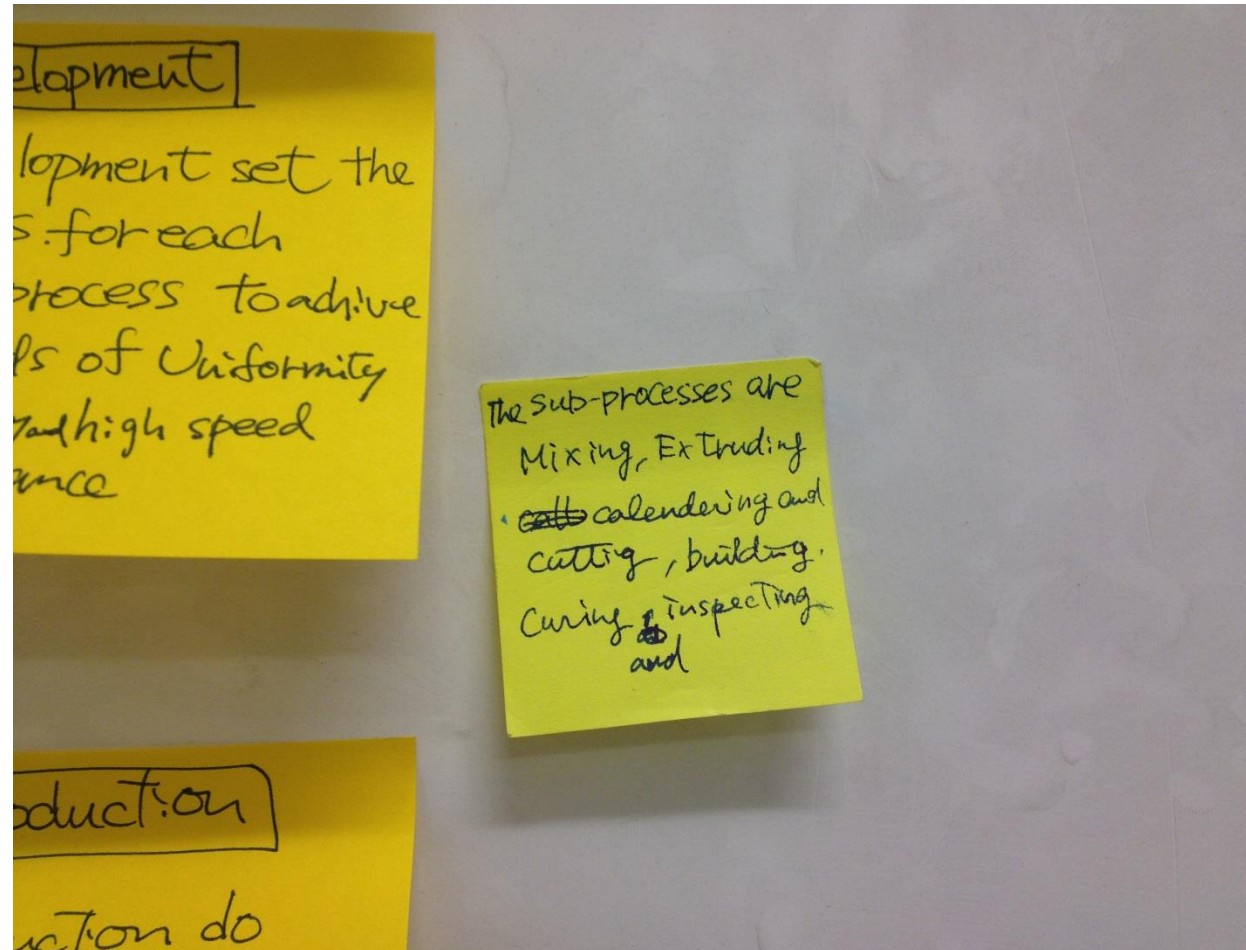
this is a formality

The order confirmation
is sent to ^{the} purchasing
dept.

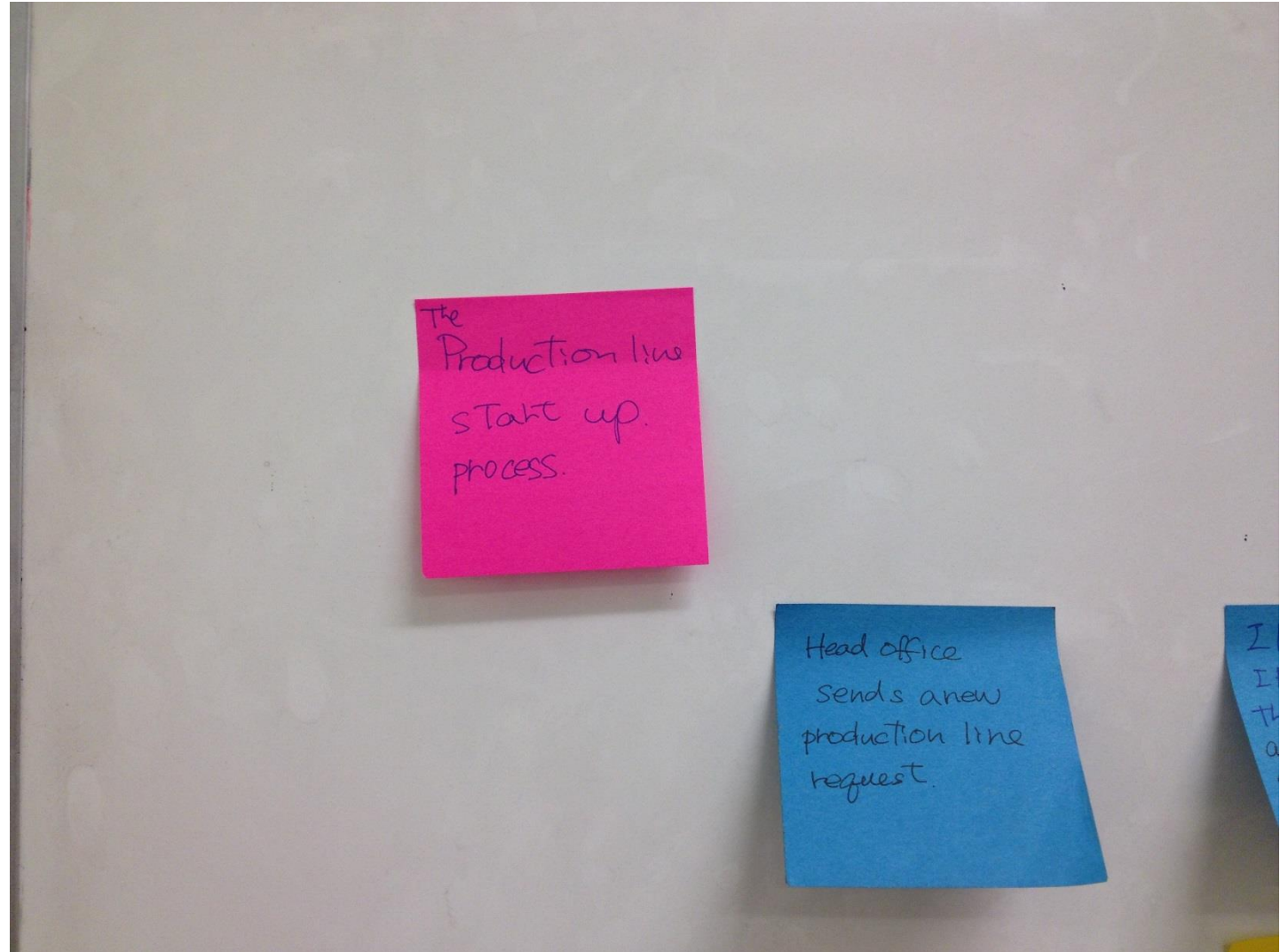
Comments



Extra details



Title



Presentation language

and Hello! everyone
Thank you all
for coming

My name is
Junji Furutsu

I'm going to
talk about

OK!
Thank you
all for
listening

any questions?

val from
books

Ta-da !



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

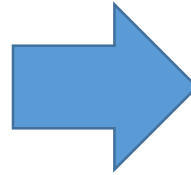
- This can arise from my line-manager, the management team or the project sponsor.
- Typically, lead-time is minimal- the project is about to begin or is already underway.
- Remember: time is always pressing!

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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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!

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- 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.

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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