How Do I... Use the Activity Page to My Advantage

Purpose
Provide an overview of the **Activity** page and describe what information should be included to maximize participant engagement.

Table of Contents

Trainer's Notes
Link to the handout
(https://wss.ccdet.uwosh.edu/Courseware/participant_guides/HowDoI_Series/HowDoI_ UseTheActivityPageToMyAdvantage_PG.pdf)
PowerPoint
Zoom polls created prior to class

Suggested Pace

This is a 30-minute course. Here is the suggested pace.

2 minutes	Welcome/Introduction
5 minutes	Activity Page Fields/Sections
15 minutes	Writing for Participants
8 minutes	Closure

Zoom Polls

Prior to class, create one poll with four questions. Select Rating Scale for each one.

Job Club
Score from 1 to 5
Low score label: I have no idea.
High score label: I know exactly what the activity is about.

Job Readiness Essentials
Score from 1 to 5
Low score label: I have no idea.
High score label: I know exactly what the activity is about.

Dress for Success Workshop
Score from 1 to 5
Low score label: I have no idea.
High score label: I know exactly what the activity is about.

Job Search 101
Score from 1 to 5
Low score label: I have no idea.
High score label: I know exactly what the activity is about.

Welcome/Introduction

✪ PPT 1

Note to Trainer: Start the session with your webcam on. Turn it off after the welcome.

Imagine you are a participant meeting with a Case Manager for the first time. You have never been in a work program before, and you are anxious after answering all the personal questions in the Informal Assessment. Now, your Case Manager starts talking about goals and assigning activities. They hand you a bunch of logs and send you on your way. You get home and look over your EP. It seems like a different language. How would you feel? You probably would feel overwhelmed, if not defeated.

Now, what if I told you that you, as a Case Manager, have the power to change that feeling by using the **Activity** page to your advantage. In this How Do I… session, we explore how to use the fields and sections on the **Activity** page as a roadmap to guide participants toward their goals. First, we will go over the key fields and sections on the page. Then, we will look at how to use those fields and sections to your advantage by writing for participants.

As we go through today's session, put your questions in the chat. Our producer will gather the questions for us to loop back toward the end of the session. Feel free to share ideas and best practices with each other in the chat as well.

Activity Page Fields/Sections

✪ PPT 2

The **Activity** page has five fields and sections that are for participants. They are 🖱 Activity Description, Activity Location, Activity Contact, Additional Information, and Activity Scheduler. Use these fields and sections to tell participants who, what, where, when, and how for each activity. At times, you might even have room to remind them why the activity is important.

Activity Description

✪ PPT 3

You start providing 🖱 what in the Activity Description field. Participants should never look at the Activity Description and wonder, "What am I supposed to do?" Include all essential information about what they are supposed to do for the activity. You also may want to provide 🖱 why here. This reminds participants why this activity will help them achieve their goals, thus making it more likely they will complete it.

Activity Location

☼ PPT 4

Use the Activity Location section to provide 🖱 where. Participants should know if they need to come to the W-2 office or go somewhere else in the community. Be sure to give the full address and phone number of the location. If participants have the option of going to multiple locations for the activity, such as the library or the Job Center, list all options in the Business Name field.

Activity Contact

☼ PPT 5

Use the Contact section to provide 🖱 who. It is best practice to always list a contact so participants know who to call if they have questions, or if they cannot make it to the activity. When possible, include the activity specific contact. This includes activities facilitated by someone else at your agency. For example, if a Job Developer runs Job Club, list them as the contact. At times, the activity may not have a specific contact. In those situations, list yourself.

Additional Information

☼ PPT 6

Use the Additional Information section to provide participants with any other need-to-know information. At times, you may need to use it to provide more 🖱 what. Remember, WWP limits the Activity Description to 120 characters. If you run out of room there, use this field to provide more detail.

Additionally, use this field to provide 🖱 how. If the activity involves visiting a specific website, add the website here. Or, maybe participants need to bring something with them to the activity. This is the perfect spot to remind them.

Activity Scheduler

☼ PPT 7

Finally, use the Activity Scheduler section to provide 🖱 when. Many participants work best with a set schedule. Talk about a realistic schedule with participants, and enter specific days, hours, and a Begin Time and End Time to set them up for success.

Writing for Participants

✸ PPT 8

The key to using the **Activity** page to your advantage is to write for the participant's perspective when you complete each field and section. Include all the details they need to know about who, what, where, when, and how for each activity. This sets both you and participants up for success.

🖱 Start by thinking of all the information participants might 🖱 need to know about the activity. Then, pinpoint 🖱 what they will gain from that activity. After you have all that information, 🖱 decide which field or section each piece of information fits best.

Note to Producer: Put the handout in the chat.

We put a handout in the chat. Click on the file to open it. Keep it handy as we dive into how you can focus on writing for participants with a few common activities.

Job Search

✸ PPT 9

One of the most common activities you assign is Job Search. Many Case Managers write 🖱 "job search" or 🖱 "look for/apply to jobs" in the Activity Description field, select Self-Directed, and then move down to the Activity Scheduler section. However, this doesn't give participants much to go on. Instead, we can use many of the fields and sections on the page to our advantage to increase the chances participants will succeed.

For example, you can expand what you include in the Activity Description field to say 🖱 "Complete independent job search. Focus on positions in an office setting within a 10 mile radius." Then, think about what else they might need to know. Add that information to the Additional Information section. 🖱 Does your office have open office hours where they can come in to get application assistance? If so, add that information. 🖱 Does the participant already have a resume and cover letter? If so, maybe you need to include that any time they spend updating the resume and cover letter for a specific job counts toward their hours as well.

Workshops

✺ PPT 10

Next, we will look at how we can use the **Activity** page to our advantage when assigning workshops. Think back to the beginning of this session when you put yourselves in the shoes of participants. Embracing the participant mindset, look at the following Activity Descriptions. On a scale of one to five, how confident would you be in knowing what you need to do for this activity? Answer the polling question for each workshop description.

Note to Producer/Trainer: Launch the poll. After all learners answer, or two minutes pass, end the poll. All the questions have the same rating scale, with one being 'I have no idea' and five being 'I know exactly what the activity is about.' The workshop descriptions are Job Club, Job Readiness Workshop, Dress for Success Workshop, and Job Search 101.

Although, as a Case Manager, you know what this all means, participants might not. It may have made sense during your appointment, but afterward, they may not remember what the activities are or why they agreed to them. That is why a detailed Activity Description field and Additional Information section are so important. So, how can we do better and set participants up for success?

Add how participants will benefit from the workshop in the Activity Description field. For example, a better Activity Description for Job Club is 🖱 "Attend Job Club to obtain job search assistance, practice interview skills, and learn about the labor market." This tells participants 🖱 what they need to do (attend job club), and 🖱 why it is important (they will get job search assistance, interview practice, and labor market knowledge).

🖱 Then, add the bonus information participants need to succeed in the Additional Information section. Examples of Additional Information to include for Job Club are 🖱 "Bring an updated resume with you," and 🖱 "Dress professionally because employers attend."

✺ PPT 11

Finally, do not forget about the Activity Location and Activity Contact fields. 🖱 If the workshop takes place at your office, put the specific room number as well as your agency name and address. 🖱 If the workshop takes place online and has a recurring Zoom or Teams link, add that to the Activity Location or Additional Information sections.

Again, the more information we can provide participants, the more likely they are to succeed.

<div align="right">**Work Experience**</div>

☼ PPT 12

Another common activity you assign is work experience. It is common for Case Managers to put "work experience" in the Activity Description field and move down the page. However, as we have mentioned before, it is more helpful to include not only what the activity is, but also why they are doing it and what they will gain from the activity. A better Activity Description for work experience is 🖰 "Complete work experience at Our Neighbors to gain basic office skills."

As you move down the page, list the location, including the address and phone number. Always list the work experience supervisor as the Activity Contact. If they have more than one supervisor at the worksite, list them all!

Remember to include that extra information in the 🖰 Additional Information section.

One example of what to include is 🖰 "Remember to wear business casual attire."

Ask What else might you include in the Additional Information section for a work experience activity? Type your answers in the chat.
- *Which entrance they need to use*
- *Where they need to park, or which bus stop is the closest*
- *How early they should be for their shift*

Note to Trainer: Allow learners 2 minutes to type information into the chat. Then, allow learners 1 minute to read the responses. You do not need to read them aloud. If they came up with everything on our list, move on. If they didn't, go over the ones they didn't come up with.

<div align="right">**Online Courses**</div>

☼ PPT 13

So far, we have talked about job search, workshops, and work experience. But, what about those online courses, like Gale, or Alison? Participants can take multiple classes, so it can be difficult to decide what to put on the **Activity** page. The key for these classes is to pick the main course participants are interested in, provide why the course is beneficial, and then put other courses they may take in the Additional Information section.

For example, you can enter an Activity Description of 🖰 "Complete personal finance related courses to improve your money management." Then, in the 🖰 Additional

Information section, you might say "Go to https://education.gale.com and sign in using your library login information. Complete the Personal Finance course first. Then, complete the Keys to Successful Money Management and Where Does All My Money Go? courses."

☼ PPT 14

Typically, participants have flexibility in where they complete online courses. Talk to them about their options, and 🖱 list the one or two they are most likely to use in the Activity Location section.

☼ PPT 15

This type of activity may or may not have a Contact. Again, think about what participants need to succeed. If this is their first time doing a Gale course and they need assistance, add a contact of someone who can help them get started. This might include a Job Developer, a different contact at your agency, or even a local librarian. Remember, if the activity does not have a specific contact, it is best practice to list yourself.

Closure

Note to Trainer: Stop sharing the PPT and share your webcam.

Before we close this How Do I… session, I want to loop back to our producer. What questions can I answer regarding the **Activity** page and writing for participants?

Note to Trainer/Producer: If there are no questions, pause for at least two minutes to provide learners the opportunity to type in the chat. Use this time to put the link to the evaluation in the chat as well.

I want to leave you all with a challenge. At some point in the next couple of days, take 15 minutes to look at a few EPs you created with participants. Does each activity have who, what, where, when, and how? Did you provide why for any activities? If so, congratulations, you already are using the **Activity** page to your advantage! If not, that's okay! Pick one thing you learned today to start improving on. When you feel you have accomplished that, move on to another. Soon enough, you will be using the **Activity** page to your advantage!