WORKSHOP 11 / FACILITATOR GUIDE

Team Launch and Champions

Participate independently and bring feedback into daily work

Each person works through three real, short work questions in a suitable approved mode: speech, text or agreed access assistance. Everyone checks an answer, corrects a misunderstanding and demonstrates feedback. The team agrees a use occasion and champions.

Duration

2 hours per group of up to 12 people

Participants

End users, team leads and future champions

Outputs

• Three personally completed questions per person with mode, outcome and pending learning or technical needs

• One-page quick guide with purpose, limits, access and feedback

• Named champions, steward and support contacts

• One voluntarily tested use occasion and a feedback review date

Format and learning evidence

Introduction to an already configured deployment approved for this group. The session grants no new technical, content or public-access approval. Internal launch, fixed design version and guest access remain separate decisions. Using one’s own voice is not a completion criterion. Speech, text and access assistance use the same content criteria. With assistance, the learner formulates and decides; the assistant only operates or relays. Mark manual role-play as simulation and keep evidence of technical access pending.

Prerequisites

• The responsible function has confirmed scope, limits, sources and handover route.

• Test a suitable permitted access mode for each person: speech, text, assistive input or agreed access assistance. Do not collect health details; agree only the mode needed for participation.

• Measure answer duration and concurrency for the actual access modes. Rotation assumes two approved practice stations and short tasks; do not assume text access or extra capacity as an unconfirmed feature.

• Champions, steward and support role know the agreed feedback route.

Observable completion criteria

• Each person has formulated and handled three questions in a suitable mode. Speaking with one’s own voice is not required. Missing questions receive extra practice time.

• In the chosen mode, each person demonstrates the same actions: check an answer for relevance and evidence, correct a misunderstood detail and route feedback correctly. Fluency and speed are not assessed.

• The group distinguishes a user hint, content approval and confirmed knowledge state.

• Champions and deputies have agreed time, role limits and the first feedback review.

• Record participation mode and separate statuses for learning actions and system access. Source-based role-play can evidence the learning action; it does not confirm untested system operation. Pending system access receives an owner and date.

Three parts of the kit

This guide contains the agenda, facilitation instructions, exercise debrief, sources and slide notes. Slides support the group session. Print the separate worksheets or use the editable HTML workbook.

Preparation

Before the session

• One week before, agree three short work questions and a suitable participation mode per person: normal case, clarification, limit or handover. Do not require sensitive exercise data or explanations of personal needs.

• Plan six rotations at two stations: six minutes per person for three short questions and one minute to switch. Test the actual approved speech, text or assisted access at each station. If capacity is missing, split the group or schedule completion time; watching does not count as a personal attempt.

• Prepare a feedback example and contact roles; complete the one-page quick guide with actual access and support details.

• Before starting, test suitable spaces, audio or readability, input assistance, confirmation/correction and feedback. If suitable system access is unavailable, prepare a source-based manual practice dialogue and schedule technical testing separately.

Materials and access

• Approved deployment, tested access modes and two suitable practice stations

• Suitable personal devices, headsets or input aids; agreed access assistance if needed; visible rotation timer

• Worksheets 11.1-11.5 and one-page quick guide

Agenda and materials

Time	Block	Sheet	Slides
00:00-00:15	Purpose, limits and outcome (15 min)	11.1	1-3
00:15-00:30	Experience a question and correction (15 min)	11.3	4-5
00:30-00:40	Prepare three personal questions (10 min)	11.2	6
00:40-01:25	Everyone handles personal questions (45 min)	11.2	7
01:25-01:45	Feedback route and champions (20 min)	11.3, 11.4	8-9
01:45-02:00	Agree one useful routine (15 min)	11.5	10-12

Times are elapsed from the start of each session and include scheduled breaks. A practice or testing phase between sessions is additional.

Facilitation script

01 Purpose, limits and outcome / 15 min

Goal

Recognise the right use case.

Method

Show purpose and limits for 5 min, clarify roles and data rules for 5 min, explain session outcomes for 5 min.

Facilitator prompt

Which recurring question could this access help with?

Debrief

Which task explicitly remains with a specialist?

Output

Shared deployment understanding

Materials: sheet 11.1; slides 1-3

02 Experience a question and correction / 15 min

Goal

Understand answer, evidence and feedback.

Method

Show a short question through tested access for 5 min, correct a deliberately misunderstood detail through speech or text for 5 min, explain feedback and equivalent participation modes for 5 min. Do not simulate an outage as a real incident. In the manual fallback, use Q11 as the common source.

Facilitator prompt

What was understood and what remains open?

Debrief

How do you distinguish a feedback message from an executed action?

Output

One visible answer and correction route

Materials: sheet 11.3; slides 4-5

03 Prepare three personal questions / 10 min

Goal

Choose short and useful practice questions.

Method

Refine three prepared questions for 5 min, check scope and suitable mode in pairs for 3 min, allocate stations and access assistance if needed for 2 min.

Facilitator prompt

Can the voice answer this within its approved scope?

Debrief

Which question needs a specialist handover?

Output

Three questions per person and rotation plan

Materials: sheet 11.2; slides 6

04 Everyone handles personal questions / 45 min

Goal

Test three real questions per person.

Method

Explain the process for 3 min, then run six 7-min rounds. Two people each handle three short questions in six minutes, followed by one minute to switch. Speech, text and access assistance are equivalent; the learner formulates and decides. Waiting participants prepare evidence checks. Unfinished attempts or unavailable system access receive completion dates; label manual fallback as simulation.

Facilitator prompt

For each question, record useful, needs clarification, or outside scope.

Debrief

Which answer helps with your next action?

Output

Up to 36 personal questions with mode and outcome status

Materials: sheet 11.2; slides 7

05 Feedback route and champions / 20 min

Goal

Turn feedback into visible handling.

Method

Create an error report in the suitable mode for 5 min, check recipient and status for 5 min, name champions with time and deputies for 5 min, agree the first feedback review for 5 min.

Facilitator prompt

How will you later find out what happened to your hint?

Debrief

What does the champion decide and what do they escalate?

Output

Error report, champions and feedback review

Materials: sheet 11.3, 11.4; slides 8-9

06 Agree one useful routine / 15 min

Goal

Try use in a real task.

Method

Record occasion, simple action and expected benefit per person for 5 min, add contribution and feedback route for 5 min, check open questions, quick guide and next dates for 5 min. Do not introduce mandatory use or rankings. Confirm personal learning evidence separately from any pending system access.

Facilitator prompt

When would you voluntarily choose this access again?

Debrief

Which concrete result would make it useful to you?

Output

Agreed use trial and open actions

Materials: sheet 11.5; slides 10-12

Close and follow-up

Next steps

• On the same day, record pending access, missing personal attempts and errors with owners and dates; keep learning evidence separate from technical retesting.

• Within five working days, provide the quick guide, contacts and result notes.

• After an agreed first week of use, discuss experience: which task really helped, and which feedback was handled? This is a planning example, not an outcome promise.

• Champions make the progress of hints visible. Stewards own content review; operational issues go to support.

Pitfalls

• A shared demonstration is insufficient. Everyone needs a personal attempt in a suitable mode; observing or having someone else decide does not count.

• If answers take longer, complete missing questions later and leave the status pending rather than claiming completion.

• Champions do not approve new rules, permissions or service commitments. They help with use and feedback.

• Conversation counts, streaks or public usage comparisons do not replace a useful work outcome.

• Do not score text or assisted participation lower when the same task is correctly completed. A manual practice dialogue leaves technical system evidence visibly pending.

Terms

Champion

Contact for user support and visible feedback, without new content-approval rights.

Nutzungsroutine / use routine

A recurring occasion with a simple action that is actually useful.

Worksheet debrief

11.1 Our deployment and its limits

Complete with the facilitator and check against the approved deployment. Do not infer new features from practice.

Illustrative example

Fictional: internal information from approved service documents. Binding part approvals remain with the specialist team.

Review criterion

Purpose, access, limits and contacts are clear to everyone.

11.2 My three real questions

Ask three questions of your own. Check the answer against its source, correct a misunderstanding and route feedback. For the manual exercise use card Q11: form N-17, revision 3 is approved for the North site. There is no recorded approval for South. The steward takes scope questions to the domain team.

Illustrative example

Fictional manual dialogue: the learner specifies North and checks N-17 revision 3 personally. An assistant may enter the learner’s words. For South the learner records a scope question for the steward. Record the three learning actions separately. System access stays pending; schedule its test with support.

Review criterion

Three personal questions and the same learning actions are evidenced or pending with dates; participation mode does not change assessment.

11.3 A useful error report

Correct a misunderstood detail and write an error report. Confirm only the hint you actually want to submit.

Illustrative example

Fictional: the voice gives the old template number. I report the current source. Approved does not yet mean KSE has adopted the change.

Review criterion

Another person can understand the issue, evidence and next action.

11.4 Champions and reliable feedback

Agree a suitable champion role per group or team. Explicitly record tasks, time and deputy.

Illustrative example

Fictional: champion A gathers open usage questions on Fridays. Steward B decides source questions and support C handles access issues.

Review criterion

Roles have contacts, time and a clear escalation route.

11.5 Our first use trial

Choose one recurring occasion. The trial is voluntary and judged by usefulness rather than conversation count.

Illustrative example

Fictional: clarify one open question before the weekly service meeting. Report a missing source as a hint and review its state next time.

Review criterion

Occasion, action, benefit, contribution and review are specific.

Practice cases and debrief

Q11 · Manual fallback dialogue with shared criteria

Source

Fictional source: Q11 on sheet 11.2 names N-17, revision 3, for North. South is unresolved. Make the same card accessible in both modes before the first attempt.

Situation

The learner formulates questions about the North form, a misunderstanding and South approval. The facilitator plays the response desk. An assistant, if used, enters only the learner’s words.

Exercise content

For the first question reply, “N-17 revision 3 is approved for North.” Wait to see whether the learner compares this with the card.

During the second exchange deliberately echo, “You mean South?” After the learner corrects this, acknowledge, “North, understood.” Do not supply the correction.

For a South scope question reply, “I have no approval for South.” Let the learner name the recipient and next status.

Evidence

Score three actions separately on 11.2: source checked, site corrected, feedback sent to the steward for review. Feedback is still pending review. For a manual run record system access as pending with an owner and retest date. When someone reads a source or enters words for the learner, assess the learner’s own decision.

Quick guide for the group

Also included as a separate printable page in the worksheet pack. Add local owners and access details before use.

How we use the voice

Use tested speech, text or assisted access for the task on sheet 11.1. You formulate and decide. Role-play does not evidence untested system operation.

Ask and check

Describe your need briefly. Clarify missing details. Check whether the answer fits the situation and what supports it. If unclear, ask again or use the agreed specialist handover.

Change the interaction

Ask for slower speech or clarification when needed. Correct misunderstood details through the suitable access mode. Text and agreed access assistance use the same task criteria; speaking yourself is not required.

Report an error

State the question, observed result and relevant evidence. Explicitly confirm which hint you wish to send. Content questions go to the steward; access or operational issues to support. Contacts are on sheet 11.1.

Understand the state

A hint remains a proposal. Question means something is missing. Discarded does not change knowledge. Approved means content accepted, adoption still pending. Only adoption confirmed belongs to the confirmed KSE knowledge state.

Help and feedback

The champion named on sheet 11.4 helps users start and follows pending feedback. Share only permitted information. For a task outside approved scope, the responsible specialist decides.

Slide facilitation notes

01 Team Launch and Champions

Name access and permitted scope of this deployment.

02 What you can do afterwards

Everyone has a personal attempt in a suitable mode. The same content criteria apply to speech, text and access assistance.

03 Purpose and limits

Record specific limits on sheet 11.1.

04 A question during work

Demonstrate one short in-scope question.

05 Correction and status

Use wording tested in the project. A hint starts as a proposal.

06 Your three questions

For the manual fallback use fictional card Q11 on sheet 11.2. The guide contains responses for the facilitator. Everyone works through the same business tasks in a suitable mode.

Activity

Prepare sheet 11.2

07 Six short practice rounds

Test the two approved stations beforehand. Each learner formulates and decides. Complete unfinished questions later. A manual dialogue is labelled simulation and does not confirm technical system access.

08 A useful error report

Do not copy unnecessary sensitive content into group notes.

09 Champions in the team

Champions do not replace stewards or technical support.

10 One recurring use occasion

No mandatory use or rankings. The group tries a suitable routine.

11 The personal contribution

Link contributions to later usefulness without promising immediate content adoption.

12 Continuing in daily work

Check three questions plus answer review, correction and feedback per person in the chosen mode. Date pending technical access separately.

Sources and revision status

Materials for 2027, reviewed on 17 November 2026. Exercises and proposed criteria are newly authored facilitation materials. They do not establish technical availability or client approval.

Teaching revision: personal, task-specific learning evidence and equivalent participation modes; new fictional role cases are labelled exercises. Existing product, pricing and approval boundaries remain authoritative.

Voice Operating Layer

https://overmind.one/en/voice-operating-layer

Hint states and three separate approvals; project scope and approved access.

How Voice Intelligence Becomes a Habit

https://overmind.one/en/culture-how-voice-intelligence-becomes-a-habit

Use occasion, simple action, experienced benefit, personal contribution and visible feedback.

Local baseline

The inventory review used the October 2026 catalogues and kits 1 to 10. Current materials are in DE and EN. Product lists and interface terminology differ between the former catalogues, strategy and scoping. The review records these differences; the updated catalogue guides selection by task.

Before a client session

The facilitator checks current access, confirmed scope, language, sources, roles and approvals. Test demo limits and interfaces in the actual setting. Exact pricing and outcome commitments follow the approved quotation.