Group Discussion Procedure

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| Time | Activities | | Support by Facilitator |
| 14:15  **5 minutes**  14:20 | Facilitator | Introduction  explain the process | Deliver material with white paper |
| 14:20  **5 minutes**  14:25 | Individual session | Individual participants think and write down | Write down on white paper |
| 14:25  **10 minutes**  14:35 | Group session | Make small groups  At each group, select chair-person, presenter and minutes taker, or one person do all roles   * Express each individual’s opinions on KUKL’s case * Discussion: Choose typical three event and discuss how to prevent such bad service. | 20 trainees  5 p X 4 groups  ------------  Deliver white paper to each group  Leader write down group’s opinion |
| 14:35  **10 minutes**  14:45 | Plenary session | * Make a brief presentation by 2 groups * Comments | Select 2 groups x 4 minutes |

* Purpose of this session:

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* Trainees shall reflect whether the customer care is good or bad at the actual KUKL workplace.
* Think about how to improve bad services and/or how introduce good services.

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* Typical bad services presented at this session shall be recorded and be submitted to HQs to be analyzed and improved.
* Good services presented at this session shall be recorded and be submitted to HQs to be analyzed and disseminated to all Branch offices.