



Teach For All
A Global Network



GOTEACH

WORKSHOP – LOGISTICS CHALLENGE

FACILITATOR NOTES

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About this Workshop

Objectives

By the end of this Workshop, the participants will be able to:

- Explain in general terms what the logistics industry is about
- Using DHL Group as an example, present the key specifics of the DHL Group divisions; Express, Supply Chain and Global Forwarding as well as specifics of the DHL Group's Environmental Focus
- Prepare a pitch and present this in a professional setting

Target Audience and volunteers

The target audience for this module are young people from vulnerable communities who are transitioning from school to the world of work. The organizations SOS children's Villages International and Teach for All Network will nominate the participants that would benefit from this intervention.

They will learn, in a nutshell, what entails the logistics industry. They will also have to prepare and present a number of presentations hence practicing public speaking while further deepening their knowledge on the logistics industry.

The suggested maximum number of participants is 20 as the current timing and interaction has been defined for this number of participants. To support the students the suggestion is to have one volunteer for each 3 to 4 participants. Volunteers can help with the breakout groups and support the students on an individual level if needed.

A larger group of participants is possible, but this will have an impact on the classroom size, the duration of the activities and the number of volunteers required.

Session Descriptions and Timing

Please note that facilitators are encouraged to use the materials to implement the interventions at their discretion. Modifications to the delivery of the sessions can be made as long as the learning objectives are met - please do take into consideration the timing of the workshop, the age group of their participants, and the interest of the young people attending the module.

Total estimated Workshop run time: **4 hours and 35 minutes**

Workshop Introduction	45 minutes
Workshop introduction (topic, agenda, objectives and ground rules)	5 minutes
Facilitator introduction	5 minutes
Student introduction / opening activity (paper ball fight)	20 minutes
Interest raiser	5 minutes
Individual goal setting	10 minutes

Session 1: Logistics Industry in a Nutshell	35 minutes
Teaser	3 minutes
Modes of transportation	8 minutes
Any questions	5 minutes
Recap quiz	4 minutes
Comfort break	15 minutes

Session 2: DPDHL as an Example	48 minutes
Teaser	2 minutes
Film: how logistics impacts the world	4 minutes
Activity: presenting DHL	42 minutes

Session 3: Your Logistics Challenge	120 minutes
Activity: logistics challenge part one	32 minutes
Comfort break	15 minutes
Top tips for a great pitch	10 minutes
Activity: logistics challenge part two	58 minutes
Any questions	5 minutes

Session 4: Wrap up	30 minutes
Review objectives and summary	7 minutes
Activity: key learning points	17 minutes
About the session: something sweet, something sour	5 minutes
Closure	2 minutes

NOTE: remove or add topics according to the need for a specific section.

Facilitator Information and Preparation

Workshop Requirements

In order to run this Workshop, the following items should be considered / pre-arranged:

- **Room:**

- Set up the room appropriately. Usually, a traditionally classroom setting is used but please consider a different set-up that enables for and encourages openness and interaction. Setting up the chairs in a circle would be an example of such an approach.
- (Preferably) two flip chart stands with flip chart paper.

- **IT hardware and software:**

- Have all the relevant hard- and software available and ensure (test well in advance) if everything works. Think of the following hardware: power chords, beamer, laptop, speaker-set, projection screen, relevant connector cables. Think of the following software: PowerPoint for slides, any other software required to run the training.
- Internet is required for running the YouTube movie in slide 46). Therefore, check if internet is available. If yes, test this well in advance. If not available, consider skipping the YouTube film.
- Beamer
- Speaker set (compatible with laptop)

- **Training materials**

Have the following materials available in soft copy and/or hardcopy:

- Facilitator notes (printed)
- Slide deck
- Student handout / workbook
- Activity documentation for the DPDHL activity (2 sets of each)
- DHL film
- List of Participants (LoP)
- Masking tape for the recap quiz
- Sticky notes
- Blank A4 paper
- Pens (or markers) for the students
- Flip charts and markers

TIP: if printed materials, ensure to have sufficient copies available and carry a few spare copies of the student handout in case there are more participants than expected.

NOTE: provide the student handout only at the moment when the Logistics Challenge activity is run.

▪ **Prior to running the Workshop:**

- Update slide five with the key facilitator / volunteers' details in bullet points. Also add an image of the facilitator / volunteer and some images to support the story. The slide template allows for this.

- **NOTE:** see the related facilitator note for suggested introduction items.

- If more than 20 participants, ensure that more time is scheduled for the student introduction activity.

- Check if the film runs properly (both sound and vision).






▪ **Post Workshop activities:**

There are no post Workshop activities to be performed or considered.




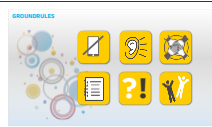
About these Facilitator Notes



The notes are designed to assist facilitators in guiding participants through the Workshop. It is important that facilitators study this document prior to starting training in order to make sure the structure, process and activities are clearly understood.

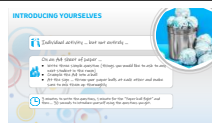
The text in these notes is marked up in a number of colors and each has a different meaning – so always print the Facilitator Notes in color.

	Red	Interactive question for you to ask to enhance participation
	Blue	Expected answer from the participants to an interactive question
	Green	Activity
	Orange	Indicates a slide that needs to be displayed
	Black	Facilitator note or 'Tell' section (background information of things to be mentioned, explained or told)

WORKSHOP INTRODUCTION

Action	Slide #	Content	Slide
SLIDE	1	Welcome slide	
FACILITATOR NOTE		<p>Make sure that the welcome slide displays before the students enter the training room.</p> <p>Once all the students have joined in the classroom, welcome everybody to the Logistics Challenge workshop.</p>	
SLIDE	2	Learning objectives	
FACILITATOR NOTE		Take the students through the Learning Objectives and briefly explain what they will learn today.	
SLIDE	3	Today's learning journey	
FACILITATOR NOTE		<p>Explain the structure of the workshop and tell that the duration of the workshop is around 2 hours and 30 minutes.</p> <ul style="list-style-type: none"> • Session introduction which includes an introduction activity. • The next session is all about the logistics Industry, in a nutshell and it includes a short film. • Then there will be an activity in breakout groups where we take DPDHL as an example. This section includes presentations by the students. • The real challenge then sits in the next activity. This is an activity in two parts and again involves students to present and speak in public. • Finally, the wrap up with a final activity on the key learning points and of course the students' opinion on this workshop. <p>NOTE: depending on the number of participants, the duration may be more or less.</p>	
TELL		<p>The aim of this module is to get you acquainted with the logistics industry as a possible career opportunity. Logistics is an interesting world. There is so much more to logistics than just sending a package from A to B.</p> <p>We hope that this can raise your interest for this industry, but it also adds value to your employability by knowing more specifics about certain industries but also by practicing public speaking as during this workshop you will need prepare an deliver a number of presentations.</p>	
SLIDE	4	Ground rules	

Action	Slide #	Content	Slide
FACILITATOR NOTE		<p>Take the students through the ground rules for this workshop:</p> <ul style="list-style-type: none"> • If there are mobile phones, please switch them off or switch them to silent mode (do not use these during the workshop). • Listen to each other and respect other people's opinions. Be curious and open minded. • Work together. • Make notes. You can use your workbook for this. • Ask questions at any time. Stupid questions do not exist, only interesting ones! • Finally ... enjoy the workshop. 	
SLIDE	5	Facilitator / trainer introduction	
FACILITATOR NOTE		<p>NOTE: Slide 5 needs to be prepared / updated prior to the workshop.</p> <ul style="list-style-type: none"> • Add facilitator image • Enter the facilitator name • Add bullet points that summarize the facilitator introduction (the items the facilitator wants to present) • Add three images that support the facilitator introduction 	
FACILITATOR NOTE		<p>The following items could be considered for the facilitator introduction:</p> <ul style="list-style-type: none"> • Facilitator name • Hobbies / time spend off working hours (to add some lightness to the introduction) • Number of years in DPDHL • Current job role in DPDHL • Previous job roles in DPDHL • One or two challenges that the facilitator experienced in the logistics business with a brief explanation and how the challenges were dealt with • Briefly explain why the logistics industry is an interesting area to work for <p>NOTE: facilitator to prepare properly for the examples of the challenges in the logistics business. If no personal operational examples, then find out a few that can be presented.</p> <p>NOTE: avoid exceeding five minutes for the facilitator introduction. Keep it short and crisp.</p> <p>NOTE: consider the background of the students and make sure that the career path and education are communicated in an easy and understandable way (avoid abbreviations and specific jargon).</p>	
SLIDE	6	Activity – introducing yourselves – paper ball fight	




Action	Slide #	Content	Slide
FACILITATOR NOTE		Introduce the students' introduction which is done with an activity.	
TELL		Now it is your turn to introduce yourselves briefly. We will do this with a quick activity called 'paper ball fight'.	
FACILITATOR NOTE		This activity is based on a maximum of 20 participants. If there are more than 20 participants, please schedule appropriate time for this.	
ACTIVITY TIMING		Briefing: 2 mins Writing three questions: 3 mins Paper ball fight: 1 minute Debrief (introducing themselves using the three questions): 14 mins NOTE: above timing is based on 20 participants!	
ACTIVITY ASSETS		This activity requires the following assets: <ul style="list-style-type: none"> Blank A4 paper, at least one for each participant with some spare Pens or markers, one for each participant with some spare 	
SLIDE	7	Introducing yourselves	
ACTIVITY BRIEFING		<p>For this activity you will receive a blank A4 sheet of paper and a pen. On that A4, I would like each of you to write three not too complex questions. These should be things that you would like to ask any of the students in this room.</p> <p>An important note is that your questions are appropriate and decent and ask for things that each of us would consider safe for sharing in the group.</p> <p>Examples could be asking for hobbies, likes and dislikes, interest in life, future vision, where you bought that nice shirt, etcetera ...</p> <p>For this you will have three minutes.</p> <p>Then you will need to crumple your A4 into a paper ball and we engage in a paper ball fight. After I stopped the fight, you will need to pick a paper ball and answer the questions on the A4.</p> <p>Some notes:</p> <ul style="list-style-type: none"> You are not allowed to use the paper ball with your own questions. In that case you need to swap with someone. When answering, you only share the things that you feel safe and comfortable sharing. Anything for which you feel uncomfortable sharing ... you simply don't share. <p>Is that all clear and understood? If yes, then let's start.</p>	
ACTIVITY		Handout paper and pens to the students and allow three minutes to write down questions. Volunteers and facilitator(s) to go around the room to ensure appropriate (safe to ask) questions are drafted.	









Action	Slide #	Content	Slide
		<p>After 3 minutes stop the students but, if needed, allow for one more minute.</p> <p>Then ask the students to crumple their A4 into a paper ball, stand in a circle and allow one minute for the paper ball fight (throwing the paper balls at each other) to get the paper balls mixed up properly.</p>	
ACTIVITY DEBRIEF		<p>Ask the participants to pick up one paper ball and start the round of introductions.</p> <p>NOTE: before starting the actual introductions, emphasize that the students should not have their own paper ball, but specifically someone else's. If they have their own paper ball, then they have to swap with someone.</p> <p>NOTE: also emphasize that the students only provide information they feel comfortable sharing in the group!</p> <p>Maximum 30 to 45 seconds for each introduction (facilitator to keep an eye on the time). Keep it light and fastmoving.</p>	
SLIDE	8	Activity – can I have that beautiful hat?	
FACILITATOR NOTE		<p>This activity involves several questions to the students and serves as an interest raiser and a fun and light transition into the topic of the workshop: Logistics Challenge.</p> <p>NOTE: this is not about right or wrong but merely about raising interest, transitioning into the topic and open the floor for discussion.</p>	
SLIDE	8	Activity – can I have that beautiful hat?	
ASK		<p>Let's say your very best internet friend forever lives on the other side of the globe and he or she simply loves hats in all sorts and shapes. You want to give your friend a nice present.</p> <p>Looking at the slide, what hat would you choose for your best friend forever ... and why?</p>	
FACILITATOR NOTE		Provide some reflection time and then probe for some answers from the students: which hat they would pick and why.	
ASK		<p>Now you have a challenge as you need to get the hat of your choice to your friend on the other side of the globe.</p> <p>How will you do that? How will you get this nice present over there?</p>	
FACILITATOR NOTE		<p>Expected answer could include:</p> <ul style="list-style-type: none"> • I will bring it myself • Send it via mail • Use a package delivery service 	



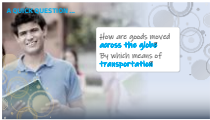
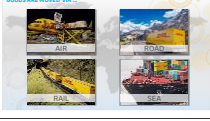
Action	Slide #	Content	Slide
		<ul style="list-style-type: none"> • Call a courier company • Call DHL 	
TELL		Perfect. Some good solutions. Whatever mode of transportation you use to get the present to your friend, swim across the ocean, take an airplane, use a package delivery service of some sort, you may encounter certain logistical challenges.	
ASK		What kind of logistical challenges can you think of that you could expect?	
FACILITATOR NOTE		<p>Expected answer could include:</p> <ul style="list-style-type: none"> • Price argument: getting on an airplane yourself is very expensive • Difficult to get the present over there. Swimming is dangerous and it is quite far / unachievable • Courier services are not particularly cheap • The present may get lost during transportation • Unreliable mail or package services 	
TELL		<p>There are definitely some challenges to overcome.</p> <p>Therefore, it is important to choose for a reliable logistics solution that takes the load of your mind and ensures your important gets to your friend undamaged, on time, at a fair price and, if possible, in a most environmentally friendly fashion.</p>	
ACTIVITY TIMING		<p>Activity briefing: 1 min</p> <p>Reflecting on and writing logistics questions: 3 mins</p> <p>Debrief (group questions and briefly summarize): 6 mins</p> <p>NOTE: above timing is based on 20 participants!</p>	
ACTIVITY ASSETS		<p>This activity requires the following assets:</p> <ul style="list-style-type: none"> • Sticky notes • Pens • Flip chart 	
ACTIVITY BRIEFING		<p>Please write on sticky notes the two or three items that you would be particularly interested in when thinking of the Logistics Industry?</p> <p>What are the questions that you would like to find answers to regarding the Logistics Industry?</p> <p>Please write one question on each sticky note and maximum three questions. When you are done writing down your questions, stick your notes randomly on the flip chart.</p>	
ACTIVITY		Handout pens and sticky notes and allow 3 minutes for reflection, writing the questions and placing them on the flip chart.	
ACTIVITY DEBRIEF		<p>Group the sticky notes on the flip chart where appropriate and summarize the various items and questions brought forward.</p> <p>NOTE: keep the flip chart for review at the end of the workshop.</p>	

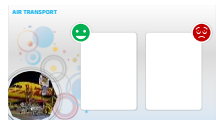
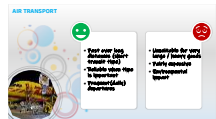
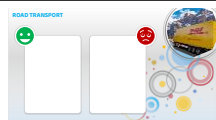

Action	Slide #	Content	Slide
		NOTE: during the workshop, when appropriate, refer to the questions and items from the students	
		Now let's have a look what Logistics entails ... in a nutshell.	

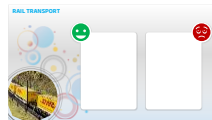
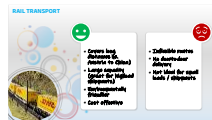
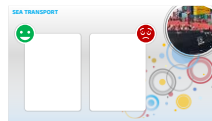


Session 1: LOGISTICS INDUSTRY IN A NUTSHELL


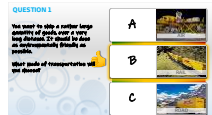
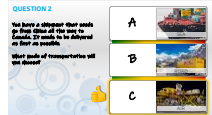
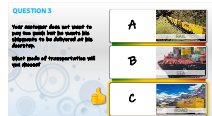
Action	Slide #	Content	Slide
SLIDE	10	Logistics industry in a nutshell	
FACILITATOR NOTE		<p>Introduce the next session of the Workshop: 'Logistics industry in a nutshell'</p> <p>This session contains a game where the students need to guess several logistics pictures. There is an explanation on the four most common means of transportation and the session is topped with a recap quiz.</p>	
SLIDE	11	Meet ... Effibot	
TELL		<p>Let's meet Effibot first. Effibot is a so-called "collaborative handling robot". It is developed by DHL, and it behaves like a true logistic assistant. Effibot follows a person through a warehouse for example, so no cart is to be pulled or pushed manually when someone is collecting products for shipping. Effibot eases the work in logistics.</p> <p>Each of the next five slides contains a picture. This picture will be revealed gradually, and you have to guess where Effibot is. As soon as you think that you know where Effibot is, so if you know what the picture is about, then get up from your seat and feel free to shout out the answer.</p> <p>All clear? Then let's have a look at the first picture and find out where Effibot is.</p>	
FACILITATOR NOTE		<p>The next five slides are automated. The pictures are covered by 24 square boxes that will automatically disappear one by one and as such reveal the underlying picture gradually.</p> <p>Allow the students to get a bit noisy. That's part of the fun and the discovery. Allow time to guess what is being revealed and let the slide run automatically until the end before the next slide is clicked.</p> <p>The following pictures are depicted in the next five slides:</p> <ul style="list-style-type: none"> • Warehouse interior • A road view from a truck cabin • A container yard at train tracks • A view from a container vessel's wheelhouse • The interior of a cargo plane's loading area 	
SLIDE	12	Where is Effibot? (Warehouse interior)	

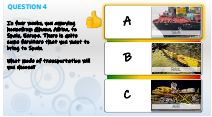

Action	Slide #	Content	Slide
			
TELL		Effibot is in a warehouse in which products are stored for distribution to stores (retail) or end customers. The transportation within the warehouse is called 'internal logistics'.	
SLIDE	13	Where is Effibot? (Truck cabin)	 
TELL		This is the cabin of a truck. Transporting goods can be done in many different ways and trucking goods and products is one of them.	
SLIDE	14	Where is Effibot? (Container yard)	 
TELL		In this picture Effibot is visiting a container yard. This is a place where containers with goods are delivered for further transportation. In this case they are loaded from and on trains that will take the containers to their next destination.	
SLIDE	15	Where is Effibot? (Wheelhouse container vessel)	 
TELL		From the container yard that we saw before, the containers can be transported to a port where they are loaded on a container vessel that will take the container with the goods across the ocean to the port of destination. Effibot is on board such a container vessel.	
SLIDE	16	Where is Effibot? (Cargo plain loading area)	

Action	Slide #	Content	Slide
			
TELL		This is a difficult one, but Effibot is on board a cargo plane. To be more precise, in the loading area of the aircraft where the aircraft containers containing the goods are loaded.	
ASK		Excellent work all of you. What are all the places that Effibot has visited about?	
ANSWER		Expected answers could include the following: <ul style="list-style-type: none"> • Transportation / all means of transportation • It is all about logistics 	
SLIDE	17	This is all about logistics	
TELL		All of these pictures are about logistics. About transportation. Internal logistics like the picture of the warehouse and getting goods across the globe, from this place to another.	
SLIDE	18	A quick question ...	
ASK		So how are goods moved across the globe? By which means of transportation?	
ANSWER		Expected answers could include the following: <ul style="list-style-type: none"> • Airplanes • Ships • Cars / trucks • Trains • Bicycles / mopeds • By foot 	
SLIDE	19	Goods are moved via ...	
TELL		Thanks for your input. It can be summarized by the four most common means for transporting goods across the globe: by air, road, rail and water (sea). Each means of transportation has certain advantages but also disadvantages.	


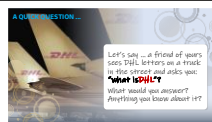



Action	Slide #	Content	Slide
FACILITATOR NOTE		The next four slides are animated. Display the slide without the text first, ask the question and wait / probe for input from the students. Then display the text and provide a brief explanation. NOTE: acknowledge correct input and provide praise.	
SLIDE	20	Air transport	
ASK		What advantages and disadvantages can you think of for air transport?	
SLIDE	20	Air transport	
TELL		Airplanes are fast over long distances which ensures a short transit time for the goods. With that, air transport is reliable when timely delivery is required. Airlines usually offer daily schedules. On the downside, air transport is not very suitable for large and/or heavy goods. It is also fairly expensive, and the environmental impact of air transport is significant. We have to keep in mind that environmentally friendly logistics becomes more and more important for many customers.	
SLIDE	21	Road transport	
ASK		What advantages and disadvantages can you think of for road transport?	
SLIDE	21	Road transport	
TELL		Road transportation offers flexible routes as it can get to all places in the vast maze of roads and alleys. With that it perfectly enables for door-to-door delivery which means, the goods are picked up at the shipper's doorstep and delivered at the receiver's doorstep. The price for road transport is in general quite good in comparison to air transport for example. However, ... it is not ideal for very long distances and, since it is road transportation, it is very dependent on traffic conditions and with that, delays. The impact on the environment is also quite significant. Even worse, there are more and more cities that ban fuel propelled trucks and delivery vans from city centers. They only grant access for electrically propelled transport vehicles.	


Action	Slide #	Content	Slide
SLIDE	22	Rail transport	
ASK		What advantages and disadvantages can you think of for rail transport?	
SLIDE	22	Rail transport	
TELL		<p>Rail transport is ideal for long distance over land transport. As an example, there are trains that go from Western Europe all the way and deep into China. Those are serious distances.</p> <p>Rail transport is ideal for high volume shipments, it is cost effective in general and likely the most environmentally friendly mode of transportation, especially when trains are electrically propelled.</p> <p>On the downside a train is bound to tracks and with that inflexible and does not allow for door-to-door delivery. It is also not ideal for smaller loads and small shipments.</p>	
SLIDE	23	Sea transport	
ASK		What advantages and disadvantages can you think of for sea transport?	
SLIDE	23	Sea transport	
TELL		<p>If you want to transport really big and heavy items or huge volumes of goods, then sea transport is the way to go. It is rather cost effective for large amounts of goods and when using shipping containers, these fit on trucks and trains standardly. That's called multi-modal transportation.</p> <p>However, if you want things to be transported fast, then sea transport is not ideal. It has long transit times, no door-to-door delivery options and it is rather inflexible on routing and timetables as, unlike airlines, sea carriers do not guarantee a daily sailing schedule.</p>	
SLIDE	24	Any questions?	
ASK		<p>OK. That's quite a bit.</p> <p>Are there any questions at this stage?</p>	

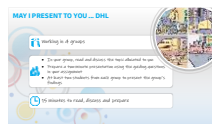
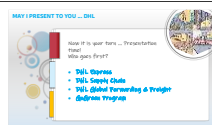
Action	Slide #	Content	Slide
FACILITATOR NOTE		Allow for some reflection time and answer any incoming questions relevant to the topic.	
SLIDE	25	Recap quiz	
TELL		<p>Great. If there are no (further) questions, then it's time for a quick recap quiz to see if everything is clear and understood.</p> <p>There are four multiple choice questions. Let's make some space and put all tables and chairs aside.</p> <p>Then, when you think answer A is correct, move to the left side of the room. If you think Answer B is correct, you move to the middle of the room and when you think answer C is correct you move to the right side of the room.</p> <p>Let's have a go at it.</p>	
FACILITATOR NOTE		<p>Running the quiz:</p> <ol style="list-style-type: none"> 1. Mark 3 areas on the floor using masking tape for the participants to gather (A, left side – B, middle – C, right side of the room). 2. Display the slide and read the question aloud. 3. Click to run the timer (10 seconds) during which the students make their choice and move to the area they think fits the right answer (A, left side – B, middle – C, right side of the room). 4. Then click to indicate the correct answer and explain briefly. <p>Keep it light, fun and fast-moving.</p>	
SLIDE	26	Question 1	
TELL		<p>Answer B is correct.</p> <p>Rail transport is ideal for transporting large quantities of goods over very long distances. It is also the most environmentally friendly mode of transportation.</p>	
SLIDE	27	Question 2	
TELL		<p>Answer C is correct.</p> <p>When speed is required and large distances need to be crossed, then Air transport must be the choice.</p>	
SLIDE	28	Question 3	

Action	Slide #	Content	Slide
TELL		Answer C is correct. Road transport is the correct choice when the budget is tight and door-to-door delivery is required.	
SLIDE	29	Question 4	
TELL		Answer A is correct. When you are not really in a hurry and the shipment is quite big, then arrange for a shipping container and ship it over sea.	
TELL		Thank you all. It seems all is clear. That concludes the session on logistics in a nutshell. Time to move forward and to have a look at an actual logistics company: DPDHL which we will look at as an example.	
SLIDE	30	Comfort break	
TELL		But first, let's take a well-deserved 15-minute comfort break. Don't go too far away as we need to resume in exactly 15 minutes.	

Session 2: DPDHL AS AN EXAMPLE




Action	Slide #	Content	Slide
SLIDE	31	DPDHL as an example	
FACILITATOR NOTE		Introduce the next session of the Workshop: 'DPDHL as an example' This session contains an activity in which the students learn about DPDHL and further increase their logistics knowledge. The activity also requires the students prepare and deliver presentations hence practicing public speaking.	
SLIDE	32	A quick question ...	
ASK		Let's say ... a friend of yours sees DHL letters on a truck in the street and asks you: "what is DHL"? What would you answer? Anything you know about it?	
FACILITATOR NOTE		The students may or may not have heard of DHL. Keep this question therefore light without putting anyone on the spot.	
SLIDE	33	Any commonalities	
ASK		When you look at this slide, what do all these images have in common?	
FACILITATOR NOTE		Answer could include: <ul style="list-style-type: none"> Nothing really ... it's all different Logistics is twice on the slide, same as sports Students may have no answer at all 	
SLIDE	34	We are everywhere!	
ANSWER		The answer is that DHL is involved in all of them. We are everywhere in the world, transporting vast amounts of shipments by air, road and sea. We support events of many types like Formula 1, but also its 'greener' counterpart Formula E as well as sailing contests. We also take our social responsibility in the world in many areas like on this page, the DHL Disaster Response Team.	
SLIDE	35	Film: how logistics impacts the world	




Action	Slide #	Content	Slide
TELL		Let's have a look at a short DPDHL film that shows the impact of logistics on the world. Please pay close attention as I may have some questions about it afterwards.	
FACILITATOR NOTE		Run the film and after the film, debrief with the questions below.	
ASK		<p>Who wants to say something about the film?</p> <p>What caught your attention or what did you find particularly interesting?</p> <p>What would happen if suddenly, all transportation would stop all over the globe?</p>	
ANSWER		<p>Expected answers could include:</p> <ul style="list-style-type: none"> DHL / logistics is everywhere Logistics is very important to the world Without transportation, no more goods to be delivered, no more online shopping Without transportation, everything comes to a stop, literally 	
SLIDE	36	Activity – may I present to you ... DHL	
TELL		Perfect. Time for an activity in which you will learn more about logistics, using DPDHL as an example and ... you will need to prepare and deliver some presentations.	
FACILITATOR NOTE		<p>The purpose of this activity is to deepen the students' knowledge on logistics a bit more and to practice speaking in public before they engage in the actual Logistics Challenge activity.</p> <p>It creates additional context using DPDHL as an example (without blowing our corporate trumpet). The extra opportunity to present in front of the group, builds confidence and it enhances interactive learning by reading, sharing knowledge and presenting.</p> <p>As such it adds to the objective of enhancing communication skills and teamwork while adding a fun factor.</p>	
ACTIVITY TIMING		<p>Briefing: 2 mins</p> <p>Reading the documentation: 10 mins</p> <p>Group discussion and formulating key points: 20 minutes</p> <p>Group presentations: 10 mins (2 to 3 minutes for each group)</p>	
ACTIVITY ASSETS		<p>This activity requires the following assets:</p> <ul style="list-style-type: none"> Two times four sets of activity documents for each group: DHL Express, Supply Chain, Global Forwarding, Environment Blank A4 paper to capture notes and prepare for the presentations 	


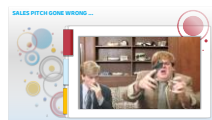
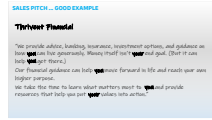
Action	Slide #	Content	Slide
		<p>NOTE: ensure to have 2 sets of each set of documents (spare sets).</p> <p>NOTE: if there are more than 20 participants, consider larger groups or more smaller groups where multiple groups work on the same topic. In the latter case, ensure to have sufficient sets of documents to accommodate for multiple groups. This will impact the timing as there will be more presentations.</p>	
SLIDE	37	May I present to you ... DHL	
ACTIVITY BRIEFING		<p>For this activity you will work in four groups. Each group will receive a set of documents about DHL. This can be DHL Express, DHL Supply Chain, DHL Global Forwarding or Environmental Focus.</p> <p>Your group assignment is to familiarize yourselves with the content for which you will get eight minutes. Then you will get another 10 minutes to discuss the content, and to prepare a 2-minute presentation on the content. You can use the available flip charts.</p> <p>You also must decide which two group members will deliver the presentation.</p>	
ACTIVITY		<p>Form four groups and hand a set of documents to each of the groups. Also provide them with pens and A4 paper for note taking.</p> <p>Start the activity for the first 10 minutes (reading)</p> <p>After 10 minutes, ask the groups to start discussing the content and create a presentation using the guiding questions as a lead. Tell that they can use flip charts (if available).</p> <p>After 20 minutes stop the groups (or grant another 2 extra minutes if necessary) and start the presentations.</p> <p>NOTES for volunteers: volunteers (but also the facilitator(s)) to be available for guidance as the students may have questions about the content of the assigned document. It is also important that the students design their presentations around the guiding questions that are in the documentation.</p> <p>The text in the documents may be difficult to understand. The role of the volunteers is very important here: guide, explain and clarify specific wording, answer questions. All of this will add to the learning experience and the context around the logistics industry.</p>	
SLIDE	38	May I present to you ... DHL	
ACTIVITY DEBRIEF		<p>NOTE: before the presentations, emphasize that this is a safe environment where mistakes are welcomed as that adds to learning and development and that respect for each other must be guaranteed.</p> <p>Invite each group in turn to deliver their presentations.</p>	

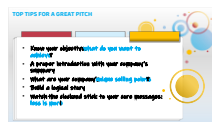
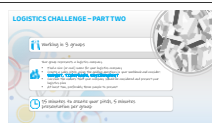
Action	Slide #	Content	Slide
		<p>Only correct if something is fundamentally wrong. Apart from that, provide guidance and acknowledge the students' efforts and courage (speaking in public is not perceived as 'easy' by many people, young and old).</p> <p>After each presentation, ask for a round of applause and ask if any of the other groups have questions about the presentation and the content.</p> <p>NOTE: if there are specific questions, the presenting group may not be able to answer them as they lack the specific knowledge. Facilitators and volunteers to support.</p>	
TELL		Well done everybody. Excellent work!	


Session 3: YOUR LOGISTICS CHALLENGE




Action	Slide #	Content	Slide
SLIDE	39	Your logistics challenge	
FACILITATOR NOTE		Introduce the next session of the Workshop: 'Your logistics challenge'. This session is an extended activity in two parts where the students need to create a logistics plan at first and then they have to present this to a 'jury of customers' in the format of a sales pitch.	
SLIDE	40	Activity – logistics challenge part one	
TELL		Now the time has come where everything comes together. The activity you are about to engage in is all about the logistics knowledge you have gathered. It is called the Logistics Challenge.	
FACILITATOR NOTE		The purpose of this activity is to apply the learning about the logistics industry and to further provide the students with an opportunity to practice public speaking.	
ACTIVITY TIMING		Briefing: 2 mins Groups to create the logistics plan: 30 mins	
ACTIVITY ASSETS		This activity requires the following assets: <ul style="list-style-type: none"> • Handout (contains the assignments and space for note taking) • Pens and markers • Flip charts, if available, can be used already. 	
SLIDE	41	Logistics challenge - part one	
ACTIVITY BRIEFING		<p>For this activity you will work in three groups.</p> <p>Each group will be assigned a product to be transported from Chongqing in China to London, UK. The products are either cookies, pharmaceutical products, or an aircraft jet engine. So, each group will act as a logistics company.</p> <p>Each of these products has different transport requirements. The journey from China to the UK is split into 4 legs, and you'll need to decide on transport options for each leg.</p> <p>You will have to create a logistics plan that must stay within three criteria: the allocated budget, a specific timeframe and environmental impact criteria.</p> <p>All the relevant information is in the handout which you will receive next. If you have any questions, we will be around to support and guide you through this challenge.</p>	

Action	Slide #	Content	Slide
		Are there any questions on the activity?	
SLIDE	42	Template Logistics plan	
FACILITATOR NOTE		<p>Show the template for the logistics plan and explain that this template can be found in the workbook.</p> <p>It is important that the volunteers actively support the students as this is a very challenging assignment.</p>	
ACTIVITY		<p>Form three groups, distribute a handout to each student and assign a product to each of the groups.</p> <p>NOTE: mention to each group where to find the assignment information in the handout as well as space for note taking and drafting the logistics plan.</p> <ul style="list-style-type: none"> • Generic information about the assignment: pages 9 to 15 • Chewy Cookies Co.: pages 16 to 18 • Super Pharma: pages 19 to 21 • Top Engines Ltd.: pages 22 to 24 <p>Start the activity and allow the students 30 minutes to study the assignment and to complete their logistics plan.</p> <p>NOTE: volunteers and facilitator(s) to be available for guidance as the students may have questions about / require help with the completion of the first part of this activity.</p> <p>Stop the students after 30 minutes. If needed, grant an extra 5 minutes. Then introduce the 2nd part of the assignment.</p>	
ACTIVITY DEBRIEF		<p>NOTE: there is no official debrief necessary for part one of the activity.</p> <p>The presentations in part two of the activity and the round of feedback will form the official debrief.</p>	
SLIDE	43	Comfort break	
TELL		Before we move on to the second part of this activity, let's take a well-deserved 15-minute comfort break. Don't go too far away as we need to resume in exactly 15 minutes.	
SLIDE	44	Logistics challenge - part two	
TELL		Good stuff. Logistics plans have been designed. Time for step two of the activity. That is where you will be presenting your logistics company. You have to design and present a sales pitch.	

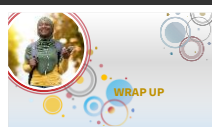


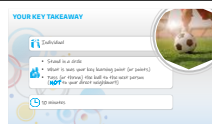
Action	Slide #	Content	Slide
		For that we will first have a look what that is?	
SLIDE	45	The power of pitching	
ASK		What is a sales pitch and why is it important?	
ANSWER		Expected answers could include: <ul style="list-style-type: none"> • It's a salesperson selling products • A short introduction of a product • A story to persuade someone to buy something • Without a pitch you will not sell anything • A good pitch helps selling products • It brings in money in the end 	
TELL		A sales pitch is a spoken description or talk about a product or service you are trying to sell, intended to persuade people to buy it. As an example: think of a salesperson who wants to sell a pair of shoes to you. The salesperson may bring forward all the great things about the shoes. How they fit and how comfortable they are, how modern they are, how great the quality is, how good they look on you, etcetera. A good sales pitch will help convincing customers to buy your product and with that it can increase sales and with that ... earnings.	
SLIDE	46	Sales pitch gone wrong ...	
TELL		Let's add some humor and have a look at a sales pitch gone wrong.	
FACILITATOR NOTE		Click the image in the slide to start the film. NOTE: the film runs on YouTube, so this requires an internet connection.	
TELL		After the film say: “So that's how it's NOT done! I hope we can agree on that.”	
SLIDE	47	Sales pitch ... good example	
FACILITATOR NOTE		Read the pitch from 'Thrivent Financial' out loud while putting vocal focus on 'you' and 'your'.	
TELL		This pitch focuses on the buyer to emphasize on what the buyer would most want and what they can achieve if they do business with you.	

Action	Slide #	Content	Slide
		A good pitch helps customers to understand what you do, who you do it for and how you do it ... in under two minutes. Now let's have a look at some tips and tricks for a good pitch.	
SLIDE	48	Top tips for a great pitch	
FACILITATOR NOTE		Run the students through the bullets on the slide explaining the following: <ul style="list-style-type: none"> • Know your objective: what do you want to achieve? This must be your starting point as it drives the story, the pitch. • A proper introduction with your company's summary. What is your company name, what is your company all about (history, number of employees, are you represented in multiple countries, etcetera). • What are your company's unique selling points? What can you offer to the customer that helps them? Why should the customer choose for your company? Why are you the best for the customer's requirements? • Build a logical story and make sure it flows from one point to another in an understandable way. • Watch the clock closely and stick to your core messages and keep in mind that we should not overwhelm the customer. Less is more! What are the things you really want to bring forward that can convince the customer?! 	
TELL		There is more to a sales pitch but for now, these are the top tips that you need to focus on. The top tips are in your handout for you reference during part two of the activity. Here we go.	
ACTIVITY TIMING		Briefing: 2 mins Create your pitch: 25 mins Delivering the pitch: 5 minutes per group and 5 minutes debrief (total of 30 minutes considering some overrun)	
ACTIVITY ASSETS		This activity requires the following assets: <ul style="list-style-type: none"> • Handout (contains the assignments and space for note taking) • Pens and markers • Flip charts, if available, must be used as they will serve as visual support during the presentations of the pitches. 	
SLIDE	49	Logistics challenge – part two	
ACTIVITY BRIEFING		For the second part of the activity, you must create a pitch that includes a cool name for your logistics company, a proper introduction, unique selling points and of course ... the logistics plan	

Action	Slide #	Content	Slide
		<p>that you prepared where you considered budget, timeframe and the environmental impact.</p> <p>Convince the owners of the company for which you want to transport their goods that you are the best choice.</p> <p>At least two, preferably three people for each group will do parts of the presentation. So, define who will do this and who will do what.</p> <p>You have 15 minutes for this, then we will start the presentations.</p>	
ACTIVITY		<p>Start the activity and allow the students 15 minutes to find a name for their logistics company, create the pitch and define which two or three people will deliver the pitch.</p> <p>Refer to the handout pages 25 to 31 where the students can find the assignment, the top tips for a great pitch, the guiding questions and space for note taking.</p> <p>If flip charts are available, then allow the students to use the flip charts for creating their presentations.</p> <p>NOTE: volunteers and facilitator(s) to be available for guidance as the students may have questions about / require help with the completion of this second part of the activity.</p> <p>Stop the students after 25 minutes. If needed, grant an extra 5 minutes. Then start the pitches in the following order:</p> <ul style="list-style-type: none"> • Chewy cookie co • Super pharma • Top engines Ltd 	
ACTIVITY DEBRIEF		<p>After each pitch ask the rest of the students if they have any question to the presenting group.</p> <p>Although there is no right and wrong however feedback should be provided based on the following questions:</p> <ul style="list-style-type: none"> • Did the groups stick to the assignment? • Why do they think their pitch was successful? • What was good about it and what could be improved? <p>NOTE: use slides 47, 49 and 51 as background for each of the groups' presentations. This will provide a nice visual support.</p> <p>NOTE: Slides 48, 50 and 52 contain the 'ideal' sample solutions for the logistics plan for each group. These slides are initially hidden and can be unhidden and used but again, do not spend too much time on it as this activity is mainly about reflecting on the logistics industry, pulling all the learning together and practicing public speaking.</p>	
SLIDE	50	Your pitch – Chewy cookie co	
SLIDE	51	'Ideal' solution logistics plan – Chewy cookie co	

Action	Slide #	Content	Slide
FACILITATOR NOTE		<p>NOTE: this slide is initially hidden and can be unhidden if it is deemed necessary to use the ‘ideal’ solution or if the students want to see the solution.</p> <p>Remember, the students do not have to come up with the ideal solution. It is all about finding a solution in line with the customer requirements. In the end the students are not (supposed to be) logistics professionals.</p>	
SLIDE	52	Your pitch – Super pharma	
SLIDE	53	‘Ideal’ solution logistics plan – Super pharma	
FACILITATOR NOTE		<p>NOTE: this slide is initially hidden and can be unhidden if it is deemed necessary to use the ‘ideal’ solution or if the students want to see the solution.</p> <p>Remember, the students do not have to come up with the ideal solution. It is all about finding a solution in line with the customer requirements. In the end the students are not (supposed to be) logistics professionals.</p>	
SLIDE	54	Your pitch – Top engines ltd	
SLIDE	55	‘Ideal’ solution logistics plan – Top engines ltd	
FACILITATOR NOTE		<p>NOTE: this slide is initially hidden and can be unhidden if it is deemed necessary to use the ‘ideal’ solution or if the students want to see the solution.</p> <p>Remember, the students do not have to come up with the ideal solution. It is all about finding a solution in line with the customer requirements. In the end the students are not (supposed to be) logistics professionals.</p>	
SLIDE	56	Any questions?	
ASK		<p>Excellent work everybody. That was quite a long session, but I hope you all enjoyed doing this.</p> <p>Are there any questions at this stage?</p>	
FACILITATOR NOTE		Allow for some reflection time and answer any incoming questions relevant to the topic.	

Session 4: WRAP UP

Action	Slide #	Content	Slide
SLIDE	57	Wrap up	
FACILITATOR NOTE		Introduce the last session of the Workshop: 'Wrap Up' This session contains a summary a final activity to gauge how the students experienced the workshop.	
SLIDE	58	Learning objectives	
FACILITATOR NOTE		Take the students through the learning objectives (review).	
FACILITATOR NOTE		Refer to the sticky notes on the Flip Chart with the students' individual goals (items of interest and questions as written down at the beginning). Go through the items and inquire/confirm if the students learned what they wanted to learn.	
SLIDE	59	Activity - your key learning point	
FACILITATOR NOTE		Introduce the final activity for this workshop where you would like to find about what the students will take away from today's workshop.	
ACTIVITY TIMING		Briefing: 2 minutes Reflection and note taking: 5 minutes Activity: 10 minutes	
ACTIVITY ASSETS		This activity requires the following assets: <ul style="list-style-type: none"> Football (that can be (gently) kicked) or softball (that can be (gently) thrown) 	
SLIDE	60	Your key takeaway	
ACTIVITY BRIEFING		As a final activity, I would like to refer to page 32 in your handout . Take some time to reflect on today's workshop and write down your top three key takeaways.	
FACILITATOR NOTE		Allow 5 minutes for reflection and note taking. Refer to page 32 in the handout for note taking.	
ACTIVITY BRIEFING		Now I would like you all to stand in a circle. I will give one of you the ball and when you have the ball, I would like you to tell us your number one key learning point from this workshop.	

Action	Slide #	Content	Slide
		<p>Then, you must gently throw or kick the ball to the next person who will then tell us his/her key learning point.</p> <p>Please note that this next person should NOT be the person next to you.</p>	
ACTIVITY		Run the activity until each of the students have brought forward their key learning point.	
TELL		Thank you all for engaging in this final activity. Great to hear all the things that you take away from this workshop.	
SLIDE	61	Something sweet ... something sour ...	<p>A slide titled 'SOMETHING SWEET ... SOMETHING SOUR ...' featuring a group of people and a large question mark. The text on the slide asks: 'Imagine that now you have to replicate this workshop for your friends. What would you change? What would you keep?'</p>
ASK		<p>As a final question I would like to get your feedback on today's session, the Logistics Challenge.</p> <p>Imagine that now you have to replicate this workshop for your friends. What would you change, what would you keep?</p>	
TELL		<p>Thank you for your honest feedback. Feedback is important for our development and that is the same for training. Only by means of your feedback, we can improve the training materials.</p> <p>That leaves me with the final slide.</p>	
SLIDE	62	Thank you	<p>A slide titled 'THANK YOU' featuring a woman's face and the text 'THANK YOU FOR YOUR TIME AND ATTENTION'.</p>
FACILITATOR NOTE		<p>Thank the participants for their time and attention and express the hope that they learned what they expected to learn.</p> <p>Close the Workshop.</p>	

