

# Lesson Plan – [Module # 1 – Workload Analysis]

## Rationale

- To develop a work plan, you must have some realistic time estimates of what you can do within the time to be planned

## Objectives

...the participants will be able to:

- Understand the function of a WLA in developing a TSS plan for their area
- Identify techniques to use in estimating time to assign to activities
- Prepare a WLA using the WLA Tool (or similar product) demonstrated and utilizing the information from the needs assessment
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## Training Aids

- Simulated list from needs assessment and priorities
- Job Aid for using the TSS WLA Tool

## References

- TSS WLA Tool version 1

## Method of Instruction

- Live meeting
  - Discussion
  - Demo
  - Activity to explore TSS WLA Tool
  - “Homework” Assignment

## Total Time

- 60 minutes class time

## Date developed or revised

- October 2007

The body of the Lesson Plan is as follows on next pages:

***Time Method Major Learning Points Additional Notes***

<b>Time</b>	<b>Method</b>	<b>Major Learning Points</b>	<b>Additional Notes</b>
	Use ppt for key points to guide the following discussions		Segue into this: you are not available 24/7. There is only so much time in the day, week, and year. You have done a need's assessment. You have prioritized these needs. Okay, what can you realistically do in a given period of time?
1	Use Live Meeting "seating chart"		Use "seating chart" to find out how many have done a formal WLA using any tool.
10	Discussion	<ol style="list-style-type: none"> <li>1. "Why" do it</li> <li>2. "What" is included</li> <li>3. "When" plays a part</li> <li>4. Where Info comes from</li> <li>5. What are some of the pros and cons</li> </ol>	<ol style="list-style-type: none"> <li>1. Make sure the purpose (Why) for a WLA for TSS person is understood. – Main point = If you want to develop a TSS program outside of the Agency programs that take so much of your time, you need a plan. A WLA helps you develop a reasonable plan.</li> <li>2. "What" come comes your needs assessment and priorities established for your area</li> <li>3. "When" is significant in that you are already "planning" when you work on a WLA</li> </ol> <p>Capture a list of pros and cons.</p>
5	Discussion	What "tools" are available to determine how long it takes to complete an item so that it can be part of analysis	<p>Capture a list and share it with all participants (send file to all). Should include:</p> <ol style="list-style-type: none"> <li>1. Outlook calendar</li> <li>2. Excel/Access</li> </ol>

<b>Time</b>	<b>Method</b>	<b>Major Learning Points</b>	<b>Additional Notes</b>
			<p>Discuss if people are prone to over or under estimate</p> <p>Do we utilize reporting categories as they exist at any time</p>
5	Discussion		1. Ask for volunteers of those who have done a WLA for a TSS position; who how, what used, how was it used.
5	Discussion	<p>What time frames to analyze. Options:</p> <ol style="list-style-type: none"> <li>1. midrange (2-5 yrs)</li> <li>2. annual</li> <li>3. quarterly</li> </ol>	<ol style="list-style-type: none"> <li>1. Discuss why not long range</li> <li>2. Discuss pros and cons for others, in particular quarterly <ul style="list-style-type: none"> <li>• What hard items exist that often repeat seasonally each year – <ol style="list-style-type: none"> <li>i. Weather</li> <li>ii. Holidays &amp; leave</li> <li>iii. Some programs</li> </ol> </li> </ul> </li> </ol>
15	Demo	Introduce the TSS WLA Tool to them	Go through list of high points to cover. Follow Job aid given to them?
10	Activity	<ol style="list-style-type: none"> <li>1. They become familiar with it</li> <li>2. Get a feel for how it is edited to fit their needs</li> </ol>	1. Have them open and play with the TSS WLA Tool.
10	<p>Feedback</p> <ol style="list-style-type: none"> <li>1. verbal</li> <li>2. send via live meeting question option</li> </ol>		<ol style="list-style-type: none"> <li>1. They ask/send questions, comments</li> <li>2. Make sure all questions are answered. Demo again as necessary</li> </ol>

<b><i>Time</i></b>	<b><i>Method</i></b>	<b><i>Major Learning Points</i></b>	<b><i>Additional Notes</i></b>
2	Live Meeting polling feature	Review for them	Give them a quiz addressing objectives
	Evaluation assignment	Create a WLA for an APO using the Evaluation scenario and job aid provided	They submit this via an email attachment. This will be done outside the Live Meeting with a completion date/time provided (by end of day?) <ul style="list-style-type: none"> <li>• Provide a job aid</li> <li>• Provide set of instructions with certain actions to be completed as minimum</li> </ul>
63	[total time estimate]		