

**ARNG - SQI4- Conduct Telephone Prospecting
805B-79T-2601 / Version 3.1
Effective Date Not Assigned**

SECTION I. ADMINISTRATIVE DATA

**All Course
Masters/POIs
Including This
Lesson**

Courses				
<u>Course Number</u>	<u>Version</u>	<u>Title</u>	<u>Phase</u>	<u>Status</u>
None				

POIs				
<u>POI Number</u>	<u>Version</u>	<u>Title</u>	<u>Phase</u>	<u>Status</u>
None				

**Task(s)
Taught(*) or
Supported**

<u>Task Number</u>	<u>Task Title</u>
<u>Individual</u>	
805B-79T-3213 (*)	Conduct Telephone Prospecting

**Reinforced
Task(s)**

<u>Task Number</u>	<u>Task Title</u>
None	

Knowledge

<u>Knowledge Id</u>	<u>Title</u>	<u>Taught</u>	<u>Required</u>
K1330	Know Enlistment Eligibility	Yes	Yes
K1282	Know Army Enlistment Programs and Options	Yes	Yes
K1314	Know Comprehensive Communications Skills (CCS)	Yes	Yes
K1411	Know Recruiter Zone Application	Yes	Yes

Skill

<u>Skill Id</u>	<u>Title</u>	<u>Taught</u>	<u>Required</u>
805B-S-0007	Operate A Computer	Yes	Yes
S0328	Develop an Outline	Yes	Yes
S0397	Perform Interpersonal Communication (IPC)	Yes	Yes
S0398	Perform Organizational Skills	Yes	Yes
S0355	Navigate Computer Software	Yes	Yes
S0434	Utilize Active Listening	Yes	Yes
S0404	Perform Research Skills	Yes	Yes

**Administrative/
Academic
Hours**

The administrative/academic hours required to teach this lesson are as follows:

<u>Academic</u>	<u>Resident Hours / Methods</u>		
Yes	8 hrs	0 mins	Conference/Discussion
<hr/>			
Total Hours:	8 hrs	0 mins	

Test Lesson(s)

<u>Hours</u>	<u>Lesson Number Version</u>	<u>Lesson Title</u>
None		

Prerequisite Lesson(s)HoursLesson Number VersionLesson Title

None

Training Material Classification

Security Level: This course/lesson will present information that has a Security Classification of: U - Unclassified.

Foreign Disclosure Restrictions

None

References

<u>Number</u>	<u>Title</u>	<u>Date</u>
NG PAM 601-1	Personnel Procurement - Army National Guard Strength Maintenance Program	04 Aug 2006
RECRUITER ZONE 2.00	Recruiter Zone 2.00 Users Manual	18 Sep 2006

Student Study Assignment

None

Instructor Requirements

SMTC Qualified Instructor(s)

Support Personnel Requirements

None

Additional Support Personnel RequirementsNameStudent RatioQtyMan Hours

None

Equipment Required for InstructionID - NameStudent RatioInstructor RatioSptQtyExp

6130-01-C12-1514 - Power Supply Assembly, TYX: Battery Back Up UPS APC

1:5

1:1

No

0

No

6730-01-C07-0756 - Projector, LCD/DLP: ELP7200 Epson

0:0

1:1

No

0

No

6730-01-C13-1784 - Screen Projection, Rear/Fixed or PT: 980S Quartet

0:0

1:1

No

0

No

702101C056576 - COMPUTER, PERSONAL WORKSTATION

0:0

1:1

No

0

No

702101C161319 - COMPUTER MICRO LAP TOP PORTABLE AC

1:1

0:0

No

0

No

7025-01-559-1352 - Display Unit: Smartboard White 64

0:0

1:1

No

0

No

7520-00-138-7981 - Marker Assortment, Tube Type

1:5

5:1

No

0

Yes

7520-01-C12-6434 - Easel, portable with/without Access TY SZ AA: QRT500TE Quartet

1:5

1:1

No

0

No

7730-01-C09-7569 - Television Large Screen, with Stereo Speakers: Regza 42RV530U Toshiba

0:0

2:1

No

0

No

(Note: Asterisk before ID indicates a TADSS.)

Materials Required

Instructor Materials:

CCS Instructor Guide

Student Materials:

CCS Student Guide

Classroom, Training Area, and Range Requirements

<u>ID - Name</u>	<u>Quantity</u>	<u>Student Ratio</u>	<u>Setup Mins</u>	<u>Cleanup Mins</u>
17120-M-1600-40 Classroom, Multipurpose, 1600 Square Feet, 40 Students		1:25	10	10

Ammunition Requirements

<u>DODIC - Name</u>	<u>Exp</u>	<u>Student Ratio</u>	<u>Instruct Ratio</u>	<u>Spt Qty</u>
None				

Instructional Guidance

NOTE: Before presenting this lesson, instructors must thoroughly prepare by studying this lesson and identified reference material.
Instructors must ensure the Operating Environment (OE) is addressed throughout the lesson. Read over CCS facilitators guide phase line 4 checkpoint 3.

Proponent Lesson Plan Approvals

<u>Name</u>	<u>Rank</u>	<u>Position</u>	<u>Date</u>
None			NO DATA

SECTION II. INTRODUCTION

Method of Instruction: Conference/Discussion
Instr Type (I:S Ratio/Qty): 79T Certified Instructor (1:25/0)
Time of Instruction: 5 mins
Instructional Strategy:

Motivator

During prospecting you can't always be where the quality leads are. Face-to-face prospecting is important and telephone prospecting is equally important. Telephone prospecting lets you schedule quality appointments and manage your time efficiently, if you use this skill correctly.

Terminal Learning Objective

NOTE. Inform the students of the following Terminal Learning Objective requirements.

At the completion of this lesson, you [the student] will:

Action:	Conduct telephone prospecting to capture leads, referrals, and enlistments
Conditions:	In a classroom environment, given a CCS Student Workbook
Standards:	Student must conduct telephone prospecting and receive a 70% or higher on a performance-based evaluation rubric

Safety Requirements

In a training environment, leaders must perform a risk assessment in accordance with FM 5-19, Composite Risk Management. Leaders will complete each task and sub-task by assessing mission, enemy, terrain and weather, troops and support available-time available and civil consideration, (METT-TC).

No food or drink is allowed near or around electrical equipment (CPU, file servers, printers, projectors, etc.) due to possible electrical shock or damage to equipment. Exercise care in personal movement in and through such areas. Avoid all electrical cords and associated wiring. In the event of an electrical storm, you will be instructed to power down equipment. Everyone is responsible for safety. A thorough risk assessment must be completed prior to every mission or operation.

In the event of a tornado, or other adverse weather, designated storm shelters provide protection. In SGT Young Hall, the designated storm shelters are: all latrines and GuardX Rooms.

Risk Assessment Level

Low - Food or drink near computer and electrical equipment

Assessment: Food or drinks may spill into electrical equipment and cause an electrical shock and damage equipment.

Controls: Do not allow food or drink around electrical or computer equipment.

Leader Actions: Inspect classroom prior to training. Identify and correct violations.

Low - Power and Data Cables on the floor.

Assessment: Power cords and data cables may cause a potential tripping hazard.

Controls: Tape or secure cables to the floor.

Leader Actions: Inspect classroom prior to training. Periodically remind students to look down before they move their feet.

Low - Electrical storm

Assessment: During an electrical storm, surges of electricity can be passed through electrical equipment and can pose a hazard to equipment users.

Controls: Power down all electrical equipment.

Leader Actions: Locate fire extinguisher(s) and first aid kit(s) and ensure they are functional.

Low - Inclement Weather

Assessment: Tornadoes or other adverse weather can pose a huge safety risk.

Controls: In an emergency, move towards designated storm shelters.

Leader Actions: Identify storm shelters in the building and brief students.

Environmental Considerations

NOTE: Instructor should conduct a Risk Assessment to include Environmental Considerations IAW FM 3-34.5, Environmental Considerations {MCRP 4-11B}, and ensure students are briefed on hazards and control measures.

Environmental protection is not just the law but the right thing to do. It is a continual process and starts with deliberate planning. Always be alert to ways to protect our environment during training and missions. In doing so, you will contribute to the sustainment of our training resources while protecting people and the environment from harmful effects. Refer to FM 3-34.5 Environmental Considerations and GTA 05-08-002 ENVIRONMENTAL-RELATED RISK ASSESSMENT. It is the responsibility of all Soldiers and DA Civilians to protect the environment from damage.

Instructional Lead-in

As a successful RRNCO, it is important you know how to effectively conduct telephone prospecting. If you can master this art, it will help keep your "funnel" full of quality leads and you busy conducting appointments.

SECTION III. PRESENTATION

TLO - LSA 1. Learning Step / Activity TLO - LSA 1. By the end of this lesson, the students will demonstrate how to Conduct Telephone Prospecting

Method of Instruction: Conference/Discussion

Instr Type (I:S Ratio/Qty): 79T Certified Instructor (1:25/0)

Time of Instruction: 7 hrs 40 mins

Instructional Strategy: Large Group Instruction

Media Type: PowerPoint Presentation

Other Media: Unassigned

Security Classification: This course/lesson will present information that has a Security Classification of: U - Unclassified.

NOTE: Refer to CCS Facilitator's Guide, Phase Line 4, Checkpoint 3 (Prospecting).

Check on Learning: Use Checks on Learning Provided in CCS Facilitator's Guide.

Review Summary: Summarize the learning activity.

SECTION IV. SUMMARY

Method of Instruction:	Conference/Discussion
Instr Type(I:S Ratio/Qty):	79T Certified Instructor (1:25/0)
Time of Instruction:	5 mins
Instructional Strategy:	None

Check on Learning

Students will conduct practice interviews prior to examination.

Review/ Summary

Summarize the learning activity.

SECTION V. STUDENT EVALUATION

Testing Requirements

Refer student to the Individual Student Assessment Plan (IASP).

Feedback Requirements

Schedule and provide immediate feedback in context to the material presented. Answer students' questions, correct misunderstandings, and provide remedial training as needed.

Appendix A - Viewgraph Masters

**ARNG - SQI4- Conduct Telephone Prospecting
805B-79T-2601 / Version 3.1**

Sequence	Media Name	Media Type
None		

Appendix B - Test(s) and Test Solution(s)

Appendix C - Practical Exercises and Solutions

PRACTICAL EXERCISE(S)/SOLUTION(S) FOR LESSON 805B-79T-2601 Version 3.1

Appendix D - Student Handouts

**ARNG - SQI4- Conduct Telephone Prospecting
805B-79T-2601 / Version 3.1**

Sequence	Media Name	Media Type
None		

Appendix E - TRAINER'S LESSON OUTLINE

ARNG - SQI4- Conduct Telephone Prospecting

805B-79T-2601 / Version 3.1

DRAFT

1. The importance of this lesson: (Why)

Conduct telephone prospecting to capture leads, referrals, and enlistments

2. What we want our Soldiers to Achieve: (Outcomes/Standard)

Student must conduct telephone prospecting and receive a 70% or higher on a performance-based evaluation rubric

3. Tasks to be taught

<u>Task Number</u>	<u>Task Title</u>	<u>Task Type</u>
805B-79T-3213	Conduct Telephone Prospecting	Individual TAUGHT

Additional Non-Standard Tasks

None

4. References:

<u>Reference Number</u>	<u>Reference Title</u>	<u>Date</u>
NG PAM 601-1	Personnel Procurement - Army National Guard Strength Maintenance Program	04 Aug 2006
RECRUITER ZONE 2.00	Recruiter Zone 2.00 Users Manual	18 Sep 2006

Additional Non-Standard References

None

5. Resources

TIME: Time of Instruction: 8 hrs 0 mins

LAND: Classroom, Training Area, and Range Requirements

<u>Id</u>	<u>Name</u>
17120-M-1600-40	Classroom, Multipurpose, 1600 Square Feet, 40 Students

AMMO: Ammunition Requirements

<u>DODIC</u>	<u>Name</u>
None	

MISC: Materiel Items and TADSS Requirements

<u>Id</u>	<u>Name</u>
6130-01-C12-1514	Power Supply Assembly, TYX: Battery Back Up UPS APC
6730-01-C07-0756	Projector, LCD/DLP: ELP7200 Epson
6730-01-C13-1784	Screen Projection, Rear/Fixed or PT: 980S Quartet
702101C056576	COMPUTER, PERSONAL WORKSTATION
702101C161319	COMPUTER MICRO LAP TOP PORTABLE AC
7025-01-559-1352	Display Unit: Smartboard White 64
7520-00-138-7981	Marker Assortment, Tube Type
7520-01-C12-6434	Easel, portable with/without Access TY SZ AA: QRT500TE Quartet
7730-01-C09-7569	Television Large Screen, with Stereo Speakers: Regza 42RV530U Toshiba

(Note: Asterisk before ID indicates a TADSS.)

Additional Non-Standard Resources

None

6. A possible technique to achieve the outcome:

None

7. Conduct AAR with Soldier and Cadre.

None

NOTE: Before presenting this lesson, Instructors must be thoroughly prepared by studying the appropriate lesson plan and identified reference material.

