Facilitator Guide - Build Camp

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The document reflects the content in its current state on this date.

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Introduction

Welcome to Box, Inc.'s Build Camp Facilitator Guide. Thank you all again for playing a very critical role in our new hires' experience at Box! This Facilitator Guide is a companion to the Build Camp master PowerPoint.

This guide includes many interactive learning opportunities for participant discussion, conversation, and involvement. The tasks, discussion questions, and tools frame reflections and dialogue about the Box standards and provide opportunities for participants to apply them to their own work. Slide presentations are provided as guidance for short 10 to 20 minute lectures. The times allotted for each unit are approximate and may vary according to audience size, levels of interaction, and background knowledge. Time for collegial conversations is included in each session; however, when time is limited, you as the facilitator should reduce time allocated to brief lectures rather than cutting time for participant discussions or conversations. Times are approximate — as the facilitator you will need to be flexible and intuitively know when to determine when groups need more or less time. The decision to add more time should be based on the richness or benefits of continuing the discussion.

Facilitator Defined

A facilitator is literally defined as "one who helps others learn or who helps make things easy." A business facilitator helps participants to collaborate as they explore a topic or issue. The goal is to encourage participants to think productively and ultimately to articulate key ideas, to ask vital questions, to uncover variables, to find solutions, and/or to identify productive actions. The facilitator may or may not be a content expert. The word "trainer" is often used interchangeably with facilitator, but the trainer usually connotes a facilitator who has content expertise. Both facilitators and trainers must understand how adults learn and how to draw out the best thinking of a group.

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Facilitators Code

As you build a learning event or a meeting, make sure that it meets the "facilitators' code." In other words, "How well does your intended approach match with adult learning theory?" As you build your training, assess your approach against the questions that follow:

1. Are you allowing your participants to be active learners? This means that you provide the raw material for them to build learning constructs, to solve problems, and to discover and explore new learning.
2. Do you articulate a clear purpose for learning—both the overall goals as well as individual activity objectives?
3. Do your lessons and activities connect with the group's experience and shared responsibilities? Can you articulate this?
4. Have you included a vehicle for participants to express their concerns?
5. Have you allowed for different learning styles?
6. Do you draw upon the expertise of the group?
7. Have you clarified how the learning will help the participants in their jobs?
8. Does your material challenge their thinking and encourage them to envision new ways of seeing things?
9. Have you built in time for reflection and self-assessment?
10. Have you allowed adequate time for participants to share their learning with each other?
11. Are you sure that you and the participants share a common language that defines and delineates the topic at hand?
12. Do you use strategies to include all participants in the learning?

Three Dimensions of the Facilitator's Role
The business facilitator's role includes three general dimensions:

- To help the group move toward specific goals or outcomes
- To initiate, sustain, and assess a group process that is efficient and collaborative
- To involve all participants and reaffirm their contributions

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Effective Training Characteristics

What does effective training look like? Below are some characteristics of learning events that have an impact:

1. Research based and rooted in adult learning theory
2. Integrated into the organization's goals and values
3. Includes a high level of new content
4. The learning has clear outcomes
5. Focuses on the real-world needs of the participants
6. Participants see the training as a means to strengthen their effectiveness
7. Involves collaborative problem solving
8. The material connects with participant experience
9. The participants feel they are part of a learning community
10. The participants understand that they are valued for their learning efforts
11. Involves shared learning where the participants can talk directly and meaningfully to one another
12. Structured so that participants have adequate time to assimilate the material and then apply it.
13. Participants have ongoing updates, support, and practice
14. Participants can see how the new learning has an impact on what they do

Session Building

As you plan out what you want your participants to do, consider the following:

1. Match your content to the needs of the group. It is important to challenge your participants and move toward new learning. Adult learners learn best when the material is thought provoking.
2. Carefully outline your session. There is nothing more frustrating for busy adult learners than a meeting or learning event that meanders or feels random. Most learners what to know where they are going, how they are going to get there, and the milestones they can expect on their journey together. Of course the facilitator must remain flexible to develop unexpected topics that emerge from the participants. Nevertheless, the overall flow of the workshop must be clear and sacred.
3. Be certain that your agenda has a lively pace to it.

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4. Construct the learning event so that it has a sense of wholeness. This means it should have a beginning, middle, and end.
5. Depending on the length of the session, include various exercises and activities that are both meaningful and consistent with your participants. It is always a good idea to get the participants out of their chairs on occasion. Be certain that you allow enough time for the activities to unfold fully but not drag.
6. When you introduce an activity make certain that it has a clear and meaningful context. This means making it perfectly clear *why* the participants are doing the activity (objective); *how* it fits in with the overall flow of learning; and *what* they will get out of the activity (debrief each activity so participants can articulate what they have learned).
7. Be certain that you include enough to keep the session lively. However, identify particular agenda items that you could shorten or eliminate in case you run short of time. If you edit on your feet, do not jeopardize the "wholeness" of the training or the goals.
8. Ask yourself if your materials are visually appealing. When a participant enters the training room, he or she should **see** that this will be a place of learning.
9. Use PowerPoint in moderation. Don't put your notes on slides--make them readable, relevant, brief, uncluttered, and visually appealing.
10. Build in adequate break time. Be careful not to break the power of an activity by disrupting it with a break.
11. Since everyone learns and retains information differently, design your training using a variety of delivery methods.

According to the National Training Laboratory, research shows the following average *retention rates* for different training methods:

- 5% Lecture
- 10% Reading
- 20% Audio-Visual
- 30% Demonstration
- 50% Discussion Group
- 75% Practice by Doing
- 90% Teaching Others

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Before the Session Begins

Before any kind of workplace learning event, from team meetings to professional development workshops, the facilitator must take care of some basics before it begins:

1. Survey the location before the session to ensure there is adequate lighting, disability access, parking (if the session is off site), bathrooms, etc.
2. Check to make sure that both the space and lighting are adequate.
3. Be certain that all supplies are ready to go.
4. Check equipment to make sure everything is working and correctly placed.
5. Arrange the room to maximize learning.
6. Be certain that all participants receive pre-training notification and reminders as well as pre-training readings and handouts (this includes an agenda).
7. Know your participants <u>before</u> the training begins. Know their educational backgrounds, age spread, work experience, titles and roles, and their developmental needs.

Upfront Tasks

Early in your training session the facilitator must clarify basic housekeeping concerns as identified below. Although they are necessary, you don't want to burn too much time on these or gobble of prime learning time.

1. Establish ground rules or working agreements so that all participants know the group norms and expectations. Frequently it is best just to ask the group to identify three to five for themselves.
2. Ask the participants to articulate their expectations for the session. Ask them to tell the others what they would like to learn or get out of the session.
3. If participants don't know everyone, provide time for introductions. Note however, that a common facilitator mistake is to let introductions go on too long. It not only slows down the training, but it also burns up prime learning time when the participants are at their freshest. Don't forget to introduce yourself (keep it warm, brief, personal, and humble).
4. Give the group your facilitation framework. This includes two basic items:

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5. The **goals** of the session
6. A **road map** indicating how you will achieve those goals—your outline or agenda
7. Define terms if necessary. To save time, you may want to have terms defined in a handout or printed on newsprint and pasted around the room.
8. Check for agreement, "Is this a good way for us to spend our time together?"
9. Introduce your topic with an opening that sets the tone for the session. For example, if you expect the participants to discuss throughout the workshop, it may be helpful to get them talking early in the session. If the participants sit and listen to long trainer lecture, they will learn that they are to be passive in the session and it will be harder to get them actively discussing later on. Whatever introductory approach you use, it should accomplish the following:

- It should stimulate interest and engage the learners
- It should set the learning tone
- It should indicate how you want the learners to engage with the material and each other
- It should provoke participant thinking
- It should launch the material toward your learning goals

Facilitating Content Flow
Although there are many ways to introduce content, a typical flow is as follows:

- **Challenge**: This can be in the form of a question, a thought provoking story, an example, a set of facts or statistics, a shared experience, a metaphor, etc. Give enough background to launch a healthy and meaningful discussion.
- **Discussion**: Allow the participants to respond and discuss. Draw on various discussion strategies.
- **Focus and Narrow**: Move the group to the heart of the topic.
- **Exemplify**: Clarify with examples, added information, an exercise or activity.
- **Synthesize and Clarify**: Highlight responses that are the most relevant.
- **Practice or reinforcement**
- **Check for Understanding**
- **Close**: Clarify key points. It is important to have the participants articulate what they are learning.

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- **Transition**: Bridge to the next activity or content segment of the agenda. It is important that the participants understand where they have been, where they are going, and why it makes sense to go in that direction.

Contextual Bridges
Our brain is a meaning-making organ. Context is highlighting where we have been and where we are going along a learning journey. A contextual bridge provides clarity and relevance to learned content, as well as connecting topics and learning objectives.

Utilize the following structure to formulate your contextual bridges from workshop to workshop, and from session to session.

"We have _____ (insert verb)
[explored, unpacked, uncovered, discovered, experienced]

(insert 1-2 key points from the previous workshop).

- _____
- _____

Now we will continue our journey to _____ (insert verb)
[explore, unpack, uncover, discover, experience]

(insert 1-2 topics for the next workshop).

- _____
- _____"

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Example:

"We have <u>unpacked</u> **what is in store for us over the next three days and the people we will be on this journey with.**

We will continue our build journey to <u>uncover</u> **how we make decisions on what to build and the problems Box is solving for.**

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Session 1: Welcome to Build Camp!

Session Time:	30 minutes
Session Purpose:	The purpose of this session is to enroll Boxer's into the Build Camp experience; setting the tone, energy, and expectations.
Materials Needed:	- Markers - Blank Name Tents (use plastic ones at Box) - Dry Erase markers - Digital BoxJournal
Flip Charts Needed:	"Welcome to Box" "Parking Lot"
Room Set-Up:	**Facilitator Tip:** research shows that the learning environment and atmosphere is one of the chief psychological determinants of learning. How a space feels, the ambience - represents the affective domain of learning. Is your learning environment just another training - or is it an outstanding experience of discovery? - Be sure this session's flip charts are up - Session supplies set - Slidedeck and other AV needs checked and ready As participants enter the room, have music playing and the presentation on the screen. Table are set with welcome gifts and Box swag at each seat.

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Section	Description / Directions
Welcome / Why Box Camp / Forming Community	Set up the Build Camp Experience *Good morning everyone. We're going to go ahead and get started.* *Welcome to Box and to your Build Camp. We're so excited to have you all here. You all bring specific skills and experience to the team, and the rest of the Box family is so happy that you're getting started.* *My name is [insert facilitators name and job title]. I'll be your host for the next [insert # of days] days.* **Why Build Camp?** ● *Context* ● *Content* ● *Community* **Build Camp Agenda** ● Welcome to Build Camp ● Forming community ● Schedule overview ● Housekeeping ● Expectations **Forming Community** *Community is an important aspect of the culture here at Box. For us, building community starts now. We want to make sure we get to know everyone in this cohort and that everyone knows who we are.* ● In front of you are blank name tents and markers ● On only one side of your name tent, write:

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- First name
- The answer the following with either words or symbols:
- What is your role at Box
- Where were you before Box?
- What do you hope to gain from this week?
- How do you recharge?

(Show personal example of icons)

- Be as ornate and decorative or as simple as you'd like
- You have a couple of minutes to complete your name tents

(Allow 3 minutes to create name tents)

Share Name Tents: Mix and Mingle

- When the music starts, make your way around the room and introduce yourself to as many people as possible
- Share your name and what your three symbols represent
- When the music stops, pause for further instructions

(Play music, allow 3-5 minutes for mingling, stop music)

- Grab a partner
- Spend 1 minute getting to know each other well enough to introduce each other to someone else. Make sure you know what their 3 icons represent

(Allow 2 minutes)

- Pair up with a neighboring table to become a bigger group
  - [OR: when it's a small cohort: Let's make one large circle, shoulder to shoulder, no one in and no one out.]

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	● Go around the circle and introduce your partner to the group Thank participants for sharing and share that we'll have a lot more opportunities to get to know each other and interact while we work together over the next few days. ● Have participants return to their seats **Transition** *Now that we know who's in the room, let's start to dig into what the Build Journey will look like. We only have [Insert # of Days] short days together, so let's make the most of it.*
Overview of the Schedule	**Overview of Schedule** We've created an Orientation that matches who we are as a company. It's playful and experience driven all while we get a lot done. The design is intentional, so please lean into it. [Slide 7] To give you an overview of the agenda, Day 1 we're going to dive into Build Strategy & Operations, Cross Functional Partners, Building @ Box Day 2, we will explore deeper into the Box Architecture as we unpack the pillars of Box Engineering - Design, Build, Operate, and Values @ Box. Throughout both days, we'll be asking for lots of participation from you, through activities and discussions. So we're asking you to be active players in Build Camp.
Housekeeping	**PowerPoints Slides (Picture of title slide)** *You will get access to all of the slides that we cover in throughout the Build Camp. You will not have to rapidly take notes to capture down what's displayed on the screen.* **Journal (Directions to access their digital journal on slide)**

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That said, we do want you to use your journals to write down key things you want to remember. Many times we will be reflecting on the activities we experience, so whenever we take a few moments to answer questions please write your thoughts in your journal. This will become your reference guide when you begin your new role here at Box.

Space Logistics

The restrooms are across the hall from where we are. When you receive your badges in a few hours you will be able to access them with those. Before that, you can use the codes written on the whiteboard. The women's restroom code is ___ and the men's restroom code is ___. We have a doorstop to hold the main door open, because that is not accessible using a code.

Outside of our room is the kitchen, there are snacks and drinks available to you at all times. Please feel free to grab anything at your leisure, as it is restocked frequently.

Posting on Social Media

We love to see and share what life at Box looks like. If you decide to snap some photos during Build Camp and post them on your social media account, we love it if you used our hashtag #lifeatbox. This is our official hashtag for us Boxers to share our Box moments. We would love to have your posts added to the tag so others can see your Box moments too!

Parking Lot

When questions come up that you think the whole group should address, write them on a sticky note and add them to the parking lot. We'll check in on them throughout the day. We're about to learn all about the Build on Day 1, so let's start using the Parking Lot right away. I want you to write down all the things you're curious to know. One idea per sticky note.

You'll have a couple of minutes to do this, then I'll call you up to put your notes on the board. We'll see how many we cover today.

- Allow time for parking lot questions

Close & Transition	**Close & Transition** *With our roadmap in mind - let's hit the ground running.*

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Session 2: Build Strategy

Session Time:	60 minutes

Session Introduction:	"We have _____ (insert verb)
	[explored, unpacked, uncovered, discovered, experienced]
	
	(insert 1-2 key points from the previous workshop).
	
	    • _____
	    • _____
	
	Now we will continue our journey to _____ (insert verb)
	[explore, unpack, uncover, discover, experience]
	
	(insert 1-2 topics for the next workshop).
	
	    • _____
	    • _____ "

Introduce Facilitator:	"Please welcome _____ (insert presenter's name)."
During Presentation:	**Pro Tip** - While the presenter is taking Boxers through their presentation, remember you are the host for the room. Greet new presenters, or other guests, as they enter the room and help them settle in quietly. Watch for engagement levels of the learners and make note of energy/engagement drops. Be thinking of the following session and prepare for the session introduction.
Thank Facilitator:	"Please help me in thanking _____ (insert presenter's name) for sharing their time and knowledge with us today."

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Learning Activity #1 - "Picture Yourself"

Session Time:	10 minutes
Activity Introduction:	"As a table, choose one of these questions to explore: ● ***Question 1****: What excites you most about working here at Box?* ● ***Question 2****: What strengths do you bring to the Box Build Team?* ● ***Question 3****: As a Boxer, who do you hope to be in 1 year from now?* You will each have an identical deck of cards. Without showing others, pick 5 cards from your deck that best answer the chosen question. When everyone is ready, turn all cards face up and take turns explaining your choices."
Activity Notes	● Each Boxer will have an identical deck of cards. Without showing others, pick 5 cards from your deck that best answer the question chosen by the table. ● Each table will decide which prompt from the list they want to answer. ● Answers will be provided by each person at the table, selecting the top 5 cards that answer the prompt. ● After choosing cards, participants will go around the table, explaining the images they chose and how they answer the prompt.
Materials	● 1 picture card deck per participant

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Session 3: Build OS

Session Time:	45 minutes
Session Introduction:	"We have _____ (insert verb) ***[explored, unpacked, uncovered, discovered, experienced]*** (insert 1-2 key points from the previous workshop). • _____ • _____ Now we will continue our journey to _____ (insert verb) ***[explore, unpack, uncover, discover, experience]*** (insert 1-2 topics for the next workshop). • _____, • _____ "
Introduce Facilitator:	"Please welcome _____ (insert presenter's name)."
During Presentation:	**Pro Tip** - While the presenter is taking Boxers through their presentation, remember you are the host for the room. Greet new presenters, or other guests, as they enter the room and help them settle in quietly. Watch for engagement levels of the learners and make note of energy/engagement drops. Be thinking of the following session and prepare for the session introduction.
Thank Facilitator:	"Please help me in thanking _____ (insert presenter's name) for sharing their time and knowledge with us today."

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Session 4: GMT: Customer Success & Product Support

Session Time:	30 minutes

Session Introduction:	"We have _____ (insert verb)
	[explored, unpacked, uncovered, discovered, experienced]
	
	(insert 1-2 key points from the previous workshop).
	
	    ● _____
	    ● _____
	
	Now we will continue our journey to _____ (insert verb)
	[explore, unpack, uncover, discover, experience]
	
	(insert 1-2 topics for the next workshop).
	
	    ● _____,
	    ● _____"

Introduce Facilitator:	"Please welcome _____ (insert presenter's name)."
During Presentation:	**Pro Tip** - While the presenter is taking Boxers through their presentation, remember you are the host for the room. Greet new presenters, or other guests, as they enter the room and help them settle in quietly. Watch for engagement levels of the learners and make note of energy/engagement drops. Be thinking of the following session and prepare for the session introduction.
Thank Facilitator:	"Please help me in thanking _____ (insert presenter's name) for sharing their time and knowledge with us today."

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Session 5: GTM: Marketing

Session Time:	30 minutes

Session Introduction:	"We have _____ (insert verb)
	[explored, unpacked, uncovered, discovered, experienced]
	
	(insert 1-2 key points from the previous workshop).
	
	    • _____
	    • _____
	
	Now we will continue our journey to _____ (insert verb)
	[explore, unpack, uncover, discover, experience]
	
	(insert 1-2 topics for the next workshop).
	
	    • _____
	    • _____ "

Introduce Facilitator:	"Please welcome _____ (insert presenter's name)."
During Presentation:	**Pro Tip** - While the presenter is taking Boxers through their presentation, remember you are the host for the room. Greet new presenters, or other guests, as they enter the room and help them settle in quietly. Watch for engagement levels of the learners and make note of energy/engagement drops. Be thinking of the following session and prepare for the session introduction.
Thank Facilitator:	"Please help me in thanking _____ (insert presenter's name) for sharing their time and knowledge with us today."

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Session 6: Product Analytics

Session Time:	30 minutes

Session Introduction:	"We have _____ (insert verb)
	[explored, unpacked, uncovered, discovered, experienced]
	
	(insert 1-2 key points from the previous workshop).
	
	    ● _____
	    ● _____
	
	Now we will continue our journey to _____ (insert verb)
	[explore, unpack, uncover, discover, experience]
	
	(insert 1-2 topics for the next workshop).
	
	    ● _____
	    ● _____ "

Introduce Facilitator:	"Please welcome _____ (insert presenter's name)."
During Presentation:	**Pro Tip** - While the presenter is taking Boxers through their presentation, remember you are the host for the room. Greet new presenters, or other guests, as they enter the room and help them settle in quietly. Watch for engagement levels of the learners and make note of energy/engagement drops. Be thinking of the following session and prepare for the session introduction.
Thank Facilitator:	"Please help me in thanking _____ (insert presenter's name) for sharing their time and knowledge with us today."

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Session 7: SLC

Session Time:	30 minutes

Session Introduction:	"We have _____ (insert verb)
	[explored, unpacked, uncovered, discovered, experienced]
	
	(insert 1-2 key points from the previous workshop).
	
	    ● _____
	    ● _____
	
	Now we will continue our journey to _____ (insert verb)
	[explore, unpack, uncover, discover, experience]
	
	(insert 1-2 topics for the next workshop).
	
	    ● _____
	    ● _____ "

Introduce Facilitator:	"Please welcome _____ (insert presenter's name)."
During Presentation:	**Pro Tip** - While the presenter is taking Boxers through their presentation, remember you are the host for the room. Greet new presenters, or other guests, as they enter the room and help them settle in quietly. Watch for engagement levels of the learners and make note of energy/engagement drops. Be thinking of the following session and prepare for the session introduction.
Thank Facilitator:	"Please help me in thanking _____ (insert presenter's name) for sharing their time and knowledge with us today."

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Learning Activity #2 - "Best Hand"

Session Time:	10 minutes
Activity Introduction:	- The music will be our cue. - Individually, recall back to the last several workshops, GTM: Marketing, Product Analytics, and SLC. - Consider the following: "What from the workshops on Build OS, GTM: Customer Success & Product Support, GTM: Marketing, Product Analytics, and SLC are key to my role at Box?" - Capture down 3 takeaways from any of the previous 5 sessions (1 takeaway per session of your choice) to create your Best Hand of takeaways - Be ready to share --------------- (next slide) Continued directions - When the music starts: - We will be up, mingling throughout the room, meeting 3 different people and sharing our Best Hand - When the music stops, we will be back at our seats, ready to close out. --------------- (next slide) - What did we notice from sharing our Best Hand?
Activity Notes	- Participants are asked to recall back on the workshops on Build OS, GTM: Customer Success & Product Support, GTM: Marketing, Product Analytics, and SLC. - Ask participants to think of 1 takeaway from any of the previous 5 sessions (1 takeaway

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	per session of your choice) that is "key to their role at Box" to equal 3 takeaways total.
	● Start the music to have the participants walk around the room and share their Best Hand with three other participants.
	● Stop music to have them return to their seats.
	● Process through the question: "What did we notice from sharing our Best Hand?"
Materials	● 3 index cards per person, per table
Session Time:	10 minutes

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Session 8: How Build at Box: Security and Engineering Excellence & Security Engineering

Session Time:	40 minutes
Session Introduction:	"We have _____ (insert verb) *[explored, unpacked, uncovered, discovered, experienced]* (insert 1-2 key points from the previous workshop). • _____ • _____ Now we will continue our journey to _____ (insert verb) *[explore, unpack, uncover, discover, experience]* (insert 1-2 topics for the next workshop). • _____ • _____ "
Introduce Facilitator:	"Please welcome _____ (insert presenter's name)."
During Presentation:	**Pro Tip** - While the presenter is taking Boxers through their presentation, remember you are the host for the room. Greet new presenters, or other guests, as they enter the room and help them settle in quietly. Watch for engagement levels of the learners and make note of energy/engagement drops. Be thinking of the following session and prepare for the session introduction.
Thank Facilitator:	"Please help me in thanking _____ (insert presenter's name) for sharing their time and knowledge with us today."

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Session 9: Globalization

Session Time:	30 minutes
Session Introduction:	"We have _____ (insert verb) *[explored, unpacked, uncovered, discovered, experienced]* (insert 1-2 key points from the previous workshop). • _____ • _____ Now we will continue our journey to _____ (insert verb) *[explore, unpack, uncover, discover, experience]* (insert 1-2 topics for the next workshop). • _____ • _____ "
Introduce Facilitator:	"Please welcome _____ (insert presenter's name)."
During Presentation:	**Pro Tip** - While the presenter is taking Boxers through their presentation, remember you are the host for the room. Greet new presenters, or other guests, as they enter the room and help them settle in quietly. Watch for engagement levels of the learners and make note of energy/engagement drops. Be thinking of the following session and prepare for the session introduction.
Thank Facilitator:	"Please help me in thanking _____ (insert presenter's name) for sharing their time and knowledge with us today."

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Session 10: Accessibility

Session Time:	15 minutes
Session Introduction:	"We have _____ (insert verb) ***[explored, unpacked, uncovered, discovered, experienced]*** (insert 1-2 key points from the previous workshop). • _____ • _____ Now we will continue our journey to _____ (insert verb) ***[explore, unpack, uncover, discover, experience]*** (insert 1-2 topics for the next workshop). • _____ • _____ "
Introduce Facilitator:	"Please welcome _____ (insert presenter's name)."
During Presentation:	**Pro Tip** - While the presenter is taking Boxers through their presentation, remember you are the host for the room. Greet new presenters, or other guests, as they enter the room and help them settle in quietly. Watch for engagement levels of the learners and make note of energy/engagement drops. Be thinking of the following session and prepare for the session introduction.
Thank Facilitator:	"Please help me in thanking _____ (insert presenter's name) for sharing their time and knowledge with us today."

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Learning Activity #3 - End of Day 1 - "Midpoint Knowledge Check"

Session Time:	10 minutes
Activity Introduction:	"Over the past day we have unpacked a lot. Let's do a quick knowledge check through a little friendly team competition. A question will appear on the screen. As a table, quickly jot the answer down on the whiteboard and hold it in the air. The table to answer the most questions correctly within 10 minutes wins!"
Activity Notes	• Group-wide pop quiz, testing knowledge on key concepts from Day 1 of Build Camp. • Groups will answer by writing down their responses on whiteboards. • Bank of 20 questions to pull from.
Materials	• 1 mini dry erase board per table • 1 dry erase marker per table • Bank of 20 knowledge check questions

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Session 11: Introduction to Box Architecture

Session Time:	45 minutes
Session Introduction:	"We have _____ (insert verb) ***[explored, unpacked, uncovered, discovered, experienced]*** (insert 1-2 key points from the previous workshop). - _____ - _____ Now we will continue our journey to _____ (insert verb) ***[explore, unpack, uncover, discover, experience]*** (insert 1-2 topics for the next workshop). - _____, - _____ "
Introduce Facilitator:	"Please welcome _____ (insert presenter's name)."
During Presentation:	**Pro Tip** - While the presenter is taking Boxers through their presentation, remember you are the host for the room. Greet new presenters, or other guests, as they enter the room and help them settle in quietly. Watch for engagement levels of the learners and make note of energy/engagement drops. Be thinking of the following session and prepare for the session introduction.
Thank Facilitator:	"Please help me in thanking _____ (insert presenter's name) for sharing their time and knowledge with us today."

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Session 12: Hosting, Infrastructure, and Availability

Session Time:	30 minutes
Session Introduction:	"We have _____ (insert verb) ***[explored, unpacked, uncovered, discovered, experienced]*** (insert 1-2 key points from the previous workshop). • _____ • _____ Now we will continue our journey to _____ (insert verb) ***[explore, unpack, uncover, discover, experience]*** (insert 1-2 topics for the next workshop). • _____ • _____ "
Introduce Facilitator:	"Please welcome _____ (insert presenter's name)."
During Presentation:	**Pro Tip** - While the presenter is taking Boxers through their presentation, remember you are the host for the room. Greet new presenters, or other guests, as they enter the room and help them settle in quietly. Watch for engagement levels of the learners and make note of energy/engagement drops. Be thinking of the following session and prepare for the session introduction.
Thank Facilitator:	"Please help me in thanking _____ (insert presenter's name) for sharing their time and knowledge with us today."

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Session 13: APIs & Box Platform

Session Time:	30 minutes
Session Introduction:	"We have _____ (insert verb) ***[explored, unpacked, uncovered, discovered, experienced]*** (insert 1-2 key points from the previous workshop). • _____ • _____ Now we will continue our journey to _____ (insert verb) ***[explore, unpack, uncover, discover, experience]*** (insert 1-2 topics for the next workshop). • _____ • _____ "
Introduce Facilitator:	"Please welcome _____ (insert presenter's name)."
During Presentation:	**Pro Tip** - While the presenter is taking Boxers through their presentation, remember you are the host for the room. Greet new presenters, or other guests, as they enter the room and help them settle in quietly. Watch for engagement levels of the learners and make note of energy/engagement drops. Be thinking of the following session and prepare for the session introduction.
Thank Facilitator:	"Please help me in thanking _____ (insert presenter's name) for sharing their time and knowledge with us today."

box

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Session 14: MI

Session Time:	20 minutes

Session Introduction:	"We have _____ (insert verb)
	[explored, unpacked, uncovered, discovered, experienced]
	
	(insert 1-2 key points from the previous workshop).
	
	    • _____
	    • _____
	
	Now we will continue our journey to _____ (insert verb)
	[explore, unpack, uncover, discover, experience]
	
	(insert 1-2 topics for the next workshop).
	
	    • _____,
	    • _____"

Introduce Facilitator:	"Please welcome _____ (insert presenter's name)."
During Presentation:	**Pro Tip** - While the presenter is taking Boxers through their presentation, remember you are the host for the room. Greet new presenters, or other guests, as they enter the room and help them settle in quietly. Watch for engagement levels of the learners and make note of energy/engagement drops. Be thinking of the following session and prepare for the session introduction.
Thank Facilitator:	"Please help me in thanking _____ (insert presenter's name) for sharing their time and knowledge with us today."

box

Session 15: PaaS

Session Time:	20 minutes
Session Introduction:	"We have _____ (insert verb) *[explored, unpacked, uncovered, discovered, experienced]* (insert 1-2 key points from the previous workshop). • _____ • _____ Now we will continue our journey to _____ (insert verb) *[explore, unpack, uncover, discover, experience]* (insert 1-2 topics for the next workshop). • _____ • _____ "
Introduce Facilitator:	"Please welcome _____ (insert presenter's name)."
During Presentation:	**Pro Tip** - While the presenter is taking Boxers through their presentation, remember you are the host for the room. Greet new presenters, or other guests, as they enter the room and help them settle in quietly. Watch for engagement levels of the learners and make note of energy/engagement drops. Be thinking of the following session and prepare for the session introduction.
Thank Facilitator:	"Please help me in thanking _____ (insert presenter's name) for sharing their time and knowledge with us today."

box

Session 16: AppConf

Session Time:	15 minutes
Session Introduction:	"We have _____ (insert verb) **[explored, unpacked, uncovered, discovered, experienced]** (insert 1-2 key points from the previous workshop). • _____ • _____ Now we will continue our journey to _____ (insert verb) **[explore, unpack, uncover, discover, experience]** (insert 1-2 topics for the next workshop). • _____ • _____ "
Introduce Facilitator:	"Please welcome _____ (insert presenter's name)."
During Presentation:	**Pro Tip** - While the presenter is taking Boxers through their presentation, remember you are the host for the room. Greet new presenters, or other guests, as they enter the room and help them settle in quietly. Watch for engagement levels of the learners and make note of energy/engagement drops. Be thinking of the following session and prepare for the session introduction.
Thank Facilitator:	"Please help me in thanking _____ (insert presenter's name) for sharing their time and knowledge with us today."

box

Session 17: Secrets Mgmt

Session Time:	15 minutes
Session Introduction:	"We have _____ (insert verb) ***[explored, unpacked, uncovered, discovered, experienced]*** (insert 1-2 key points from the previous workshop). • _____ • _____ Now we will continue our journey to _____ (insert verb) ***[explore, unpack, uncover, discover, experience]*** (insert 1-2 topics for the next workshop). • _____ • _____ "
Introduce Facilitator:	"Please welcome _____ (insert presenter's name)."
During Presentation:	**Pro Tip** - While the presenter is taking Boxers through their presentation, remember you are the host for the room. Greet new presenters, or other guests, as they enter the room and help them settle in quietly. Watch for engagement levels of the learners and make note of energy/engagement drops. Be thinking of the following session and prepare for the session introduction.
Thank Facilitator:	"Please help me in thanking _____ (insert presenter's name) for sharing their time and knowledge with us today."

box

Session 18: GHE, Pipeline & Jenkins

Session Time:	15 minutes
Session Introduction:	"We have _____ (insert verb) *[explored, unpacked, uncovered, discovered, experienced]* (insert 1-2 key points from the previous workshop). • _____ • _____ Now we will continue our journey to _____ (insert verb) *[explore, unpack, uncover, discover, experience]* (insert 1-2 topics for the next workshop). • _____ • _____ "
Introduce Facilitator:	"Please welcome _____ (insert presenter's name)."
During Presentation:	**Pro Tip** - While the presenter is taking Boxers through their presentation, remember you are the host for the room. Greet new presenters, or other guests, as they enter the room and help them settle in quietly. Watch for engagement levels of the learners and make note of energy/engagement drops. Be thinking of the following session and prepare for the session introduction.
Thank Facilitator:	"Please help me in thanking _____ (insert presenter's name) for sharing their time and knowledge with us today."

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Session 19: How services talk to each other at Box

Session Time:	15 minutes

Session Introduction:	"We have _____ (insert verb)
	 [explored, unpacked, uncovered, discovered, experienced]
	
	 (insert 1-2 key points from the previous workshop).
	
	     • _____
	     • _____
	
	 Now we will continue our journey to _____ (insert verb)
	 [explore, unpack, uncover, discover, experience]
	
	 (insert 1-2 topics for the next workshop).
	
	     • _____,
	     • _____"

Introduce Facilitator:	"Please welcome _____ (insert presenter's name)."
During Presentation:	**Pro Tip** - While the presenter is taking Boxers through their presentation, remember you are the host for the room. Greet new presenters, or other guests, as they enter the room and help them settle in quietly. Watch for engagement levels of the learners and make note of energy/engagement drops. Be thinking of the following session and prepare for the session introduction.
Thank Facilitator:	"Please help me in thanking _____ (insert presenter's name) for sharing their time and knowledge with us today."

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Learning Activity #4 - "Recall and Pass"

Session Time:	10 minutes
Activity Introduction:	"As a table, you will review the major concepts from the last several sessions. A list of questions will appear on the screen. The person starting with the ball will choose the first question to ask, and will toss the ball to a person of their choice. The person who catches the ball will answer the question, and then choose the next question. Repeat the process until all questions have been answered. If an answer is unknown, skip the question and answer group-at-large or ask the facilitator."
Activity Notes	● A list of 5-7 questions will be provided, all related to MI, PaaS, AppConf, Secrets Mgmt, GHE, Pipeline & Jenkins, Service Mesh; mTLS; Calico ● Starting with one person, they will choose a question and then toss to a person at random at their group ● When the person catches the ball, they provided their response. They then ask the next question and pass the ball. This process continues until all questions and all group members have gone. ● Review as a whole - top take-a-ways
Materials	● List of review questions ● 1 spherical shape to toss, one per table

box

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Session 20: Credence, Cache & MD

Session Time:	30 minutes
Session Introduction:	"We have _____ (insert verb) *[explored, unpacked, uncovered, discovered, experienced]* (insert 1-2 key points from the previous workshop). • _____ • _____ Now we will continue our journey to _____ (insert verb) *[explore, unpack, uncover, discover, experience]* (insert 1-2 topics for the next workshop). • _____ • _____ "
Introduce Facilitator:	"Please welcome _____ (insert presenter's name)."
During Presentation:	**Pro Tip** - While the presenter is taking Boxers through their presentation, remember you are the host for the room. Greet new presenters, or other guests, as they enter the room and help them settle in quietly. Watch for engagement levels of the learners and make note of energy/engagement drops. Be thinking of the following session and prepare for the session introduction.
Thank Facilitator:	"Please help me in thanking _____ (insert presenter's name) for sharing their time and knowledge with us today."

box

Session 21: Storage, UL & DL

Session Time:	15 minutes
Session Introduction:	"We have _____ (insert verb) ***[explored, unpacked, uncovered, discovered, experienced]*** (insert 1-2 key points from the previous workshop). • _____ • _____ Now we will continue our journey to _____ (insert verb) ***[explore, unpack, uncover, discover, experience]*** (insert 1-2 topics for the next workshop). • _____, • _____ "
Introduce Facilitator:	"Please welcome _____ (insert presenter's name)."
During Presentation:	**Pro Tip** - While the presenter is taking Boxers through their presentation, remember you are the host for the room. Greet new presenters, or other guests, as they enter the room and help them settle in quietly. Watch for engagement levels of the learners and make note of energy/engagement drops. Be thinking of the following session and prepare for the session introduction.
Thank Facilitator:	"Please help me in thanking _____ (insert presenter's name) for sharing their time and knowledge with us today."

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Session 22: Observability

Session Time:	30 minutes
Session Introduction:	"We have _____ (insert verb) ***[explored, unpacked, uncovered, discovered, experienced]*** (insert 1-2 key points from the previous workshop). • _____ • _____ Now we will continue our journey to _____ (insert verb) ***[explore, unpack, uncover, discover, experience]*** (insert 1-2 topics for the next workshop). • _____ • _____ "
Introduce Facilitator:	"Please welcome _____ (insert presenter's name)."
During Presentation:	**Pro Tip** - While the presenter is taking Boxers through their presentation, remember you are the host for the room. Greet new presenters, or other guests, as they enter the room and help them settle in quietly. Watch for engagement levels of the learners and make note of energy/engagement drops. Be thinking of the following session and prepare for the session introduction.
Thank Facilitator:	"Please help me in thanking _____ (insert presenter's name) for sharing their time and knowledge with us today."

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Learning Activity #5 - "Box Jeopardy"

Session Time:	10 minutes
Activity Introduction:	"Welcome to Box Jeopardy. Over the past two days we have unpacked a lot. Let's do a final team competition to close out Build Camp. There are 3 categories: Design, Build, Operate The starting team will choose the first category and point value. As a table, quickly jot the answer down on the whiteboard and hold it in the air. The table to answer the most points within 10 minutes wins!"
Activity Notes	● Group-wide trivia game, testing knowledge on key concepts from Day 2 ● Room will be split in two. ● One person from each team will come to the front to compete, utilizing the Jeopardy PowerPoint deck template ● Utilize the side whiteboard to add and subtract team scores.
Materials	● 1 mini dry erase board per table ● 1 dry erase marker per table ● PowerPoint slide deck Jeopardy "game board"

box

Session 23: Data Platform

Session Time:	30 minutes

Session Introduction:	"We have _____ (insert verb)
	[explored, unpacked, uncovered, discovered, experienced]
	
	(insert 1-2 key points from the previous workshop).
	
	    ● _____
	    ● _____
	
	Now we will continue our journey to _____ (insert verb)
	[explore, unpack, uncover, discover, experience]
	
	(insert 1-2 topics for the next workshop).
	
	    ● _____
	    ● _____ "

Introduce Facilitator:	"Please welcome _____ (insert presenter's name)."
During Presentation:	**Pro Tip** - While the presenter is taking Boxers through their presentation, remember you are the host for the room. Greet new presenters, or other guests, as they enter the room and help them settle in quietly. Watch for engagement levels of the learners and make note of energy/engagement drops. Be thinking of the following session and prepare for the session introduction.
Thank Facilitator:	"Please help me in thanking _____ (insert presenter's name) for sharing their time and knowledge with us today."

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Session 24: NOC (CSA, RCI)

Session Time:	30 minutes
Session Introduction:	"We have _____ (insert verb) *[explored, unpacked, uncovered, discovered, experienced]* (insert 1-2 key points from the previous workshop). ● _____ ● _____ Now we will continue our journey to _____ (insert verb) *[explore, unpack, uncover, discover, experience]* (insert 1-2 topics for the next workshop). ● _____, ● _____ "
Introduce Facilitator:	"Please welcome _____ (insert presenter's name)."
During Presentation:	**Pro Tip** - While the presenter is taking Boxers through their presentation, remember you are the host for the room. Greet new presenters, or other guests, as they enter the room and help them settle in quietly. Watch for engagement levels of the learners and make note of energy/engagement drops. Be thinking of the following session and prepare for the session introduction.
Thank Facilitator:	"Please help me in thanking _____ (insert presenter's name) for sharing their time and knowledge with us today."

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Session 25: Quick People Partner Intro

Session Time:	30 minutes
Session Introduction:	"We have _____ (insert verb) **[explored, unpacked, uncovered, discovered, experienced]** (insert 1-2 key points from the previous workshop). • _____ • _____ Now we will continue our journey to _____ (insert verb) **[explore, unpack, uncover, discover, experience]** (insert 1-2 topics for the next workshop). • _____ • _____ "
Introduce Facilitator:	"Please welcome _____ (insert presenter's name)."
During Presentation:	**Pro Tip** - While the presenter is taking Boxers through their presentation, remember you are the host for the room. Greet new presenters, or other guests, as they enter the room and help them settle in quietly. Watch for engagement levels of the learners and make note of energy/engagement drops. Be thinking of the following session and prepare for the session introduction.
Thank Facilitator:	"Please help me in thanking _____ (insert presenter's name) for sharing their time and knowledge with us today."

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Session 26: Wrap-up, Surveys

Session Time:	15 minutes

Session Introduction:	"We have _____ (insert verb) *[explored, unpacked, uncovered, discovered, experienced]*
	
	(insert 1-2 key points from the previous workshop).
	
	    ● _____
	    ● _____
	
	Now we will continue our journey to _____ (insert verb) *[explore, unpack, uncover, discover, experience]*
	
	(insert 1-2 topics for the next workshop).
	
	    ● _____
	    ● _____ "

Introduce Facilitator:	"Please welcome _____ (insert presenter's name)."
During Presentation:	**Pro Tip** - While the presenter is taking Boxers through their presentation, remember you are the host for the room. Greet new presenters, or other guests, as they enter the room and help them settle in quietly. Watch for engagement levels of the learners and make note of energy/engagement drops. Be thinking of the following session and prepare for the session introduction.
Surveys **Closure**	● Provide access to survey ● Provide closing thoughts ● Next steps

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