| Virtual Course/Event Design Job-Aid | | | | |
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| **Topic** | **Objective** | **Instructional method** | **Slide design** | **Technical requirements** |
| 1. *Icebreaker* | * *To encourage open and active participation during the session* | *Brainstorming questions :*   * *What are your biggest client service challenges?* * *Debrief on group’s answers & discuss relevance to the session content.* | * *Write question on slide* * *Symbolic image* * *Ample white space available to capture responses* | * *Enable annotation tools* * *Add instructions for annotation tools* |
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