

LESSON PLAN

Trainer: _____ Course: Financial Inclusion Standard In-Home

Modules: 5 – Resolver and Demotivator, 6 – Negotiating Bills

Location: _____ Date: _____

Number of Learners 1 Week Number: 3

Previous Knowledge of the Topic: None Required

Aims of the Lesson:

To introduce the Learner to methods relating to resolving complaints, appreciate what non-essential items are and how to negotiate bills with suppliers.

Objectives and Learning Outcomes:

By the end of the session the Learner will be able to use facilities to resolve disputes and complaints with suppliers and negotiate with suppliers with a view to getting their bills adjusted and reduced.

Assessment Methods

Hand-On Practice

Promotion of Equality, Diversity and Every Learner Matters

Additional notes:

TEACHING AND LEARNING STRATEGIES

Modules / Units	Learning / Teaching Outcomes	Learners' Activities	Trainer Activities / Notes
Introduction to Session	<ul style="list-style-type: none"> • Explanation of the content that will be covered in the session <ul style="list-style-type: none"> ➤ Resolving complaints ➤ How to stop spending money on non-essential items ➤ Negotiating bills with suppliers 	<ul style="list-style-type: none"> • Listening • Watching 	<ul style="list-style-type: none"> • General overview of the modules and what is going to be covered during the session
Module 5 Resolver and Demotivator	<ul style="list-style-type: none"> • Understand how Resolver can help you resolve a complaint • Understand how to create a Resolver account • Understand how to register a complaint against a supplier • Understand how to use the Demotivator tool 	<ul style="list-style-type: none"> • Start up Laptop / Desktop • Open a web browser • Use Resolver to resolve a complaint • Use Demotivator to identify money wasted on non-essential items 	<ul style="list-style-type: none"> • Direct the Learner towards the Resolver website (See guidelines) • Create a Resolver account • Guide them through starting a complaint • Direct the Learner towards the Demotivator website (See guidelines) • Use the Demotivator tool with the Learner
Module 6 Negotiating Bills	<ul style="list-style-type: none"> • Understand and learn how to negotiate bills with suppliers • Learn certain techniques to use when negotiating with suppliers • Monitor the amount of cash you have saved by negotiating • Gain an understanding of what companies are willing to negotiate with Learners 	<ul style="list-style-type: none"> • Be guided towards websites that teach you how to negotiate bills 	<ul style="list-style-type: none"> • Slide 119 Websites which are related to: • Visit the Play Store and download the App • Practice using the App with learners • Outline suppliers that negotiate with Learners (See Guidelines)

Session Recap	<ul style="list-style-type: none">• Recap of what has been covered during session• Question Session	<ul style="list-style-type: none">• Answering Questions	<ul style="list-style-type: none">• Questions<ul style="list-style-type: none">➤ What does Resolver do?➤ What does the Demotivator tool do?➤ What companies are willing to negotiate?
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