

# LESSON PLAN

Trainer: \_\_\_\_\_ Course: Financial Inclusion Standard Group

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 Learners 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 Learners 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 s Matters**

## Additional notes:

# TEACHING AND LEARNING STRATEGIES

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

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