

Welcome

Hello and welcome!

You are holding the Facilitator's Cards, a tool we developed with a lot of knowledge, love, and inspiration for curious facilitators and quality educational events. They are to help you as a facilitator/trainer/educator when planning and implementing an educational activity.

We do know the busy moments when in need to think about and organise millions of tasks at the same time. Where to start and what to remember...

These cards are ready to support you in such times with ideas, checklists, and spaces for your notes and reminders so you can deliver a high-quality learning process.

The cards are pocket-sized, so it is easy to bring them with you wherever you go and whatever educational event you organise.

And one more thing, the cards are magical! You can write on them with whiteboard erasable markers*. When you want to use the cards for your next event, just wipe out the text with water. They will be ready again for new learning adventures with you. In such a way, you can reuse them many times.

*We recommend Lumocolor non-permanent pens no. 316. You can also use another water-soluble ink marker.

Wish you fruitful and fun collaboration with the cards during planning, preparing, delivering, and enjoying your events! :)

Welcome

Facilitator's Cards creators and project team: Gośka Tur, Martens Langiewicz, and Natalie Jivkova, with inputs from the Learning Lab(oratory) participants

You can contact us at learning@poland.sci.ngo

Design: Dominika Ratajczyk

e-mail: dominika.ratajczyk.d@gmail.com

Proofreading: Jonatan Bethune

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Materials: The Facilitator's Cards were created respecting the environment, using 100% recycled cotton and 100% recycled Nautilus paper (FSC Recycled and EU Ecolabel certificates).

The electronic version of the Facilitator's Cards is available at poland.sci.ngo/en/cards

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the European Union**

A bit more about the Facilitator's Cards

On each card you will find:

a checklist or another short activity to help you prepare for the specific topic



Questions

a few questions with space for your notes, thoughts, ideas, reminders, creativity



Notes:

And additionally, there are 7 blank cards. We encourage you to use them when in need of more space to answer questions, take more notes, add your own topics, or just find your way to how the blank cards can serve you the best.

For those ones who want more :)

We collected a little bit of information, kind of a theory, that is more of a reminder (we tried very hard to squeeze it and keep it short and sweet) that corresponds to each card topic. If you would like to check and have it with you, find it at poland.sci.ngo/en/cards



A bit more about the Facilitator's Cards

The cards are divided into a few categories, each category having its own colour. Moreover, we added the card's number to make it easier for you to navigate among them and find the right card at the right moment quickly.

Categories and card number (in brackets):

- **Learning** - Adult Learning [4], Learning Zone [5], Learning Cycle [6]
- **Methods** - Methods [7]
- **Participants** - Group Dynamics [8], Inclusion [9], Group Agreement [10]
- **Communication** - Communication with Your Team and Participants [11], Social Media Communication [12]
- **Logistics** - Logistics 1 [13], Logistics 2 [14]
- **Learning Environment** - Room Set-up [15], Activities in Nature [16], Creating a Visually Appealing Training Room [17]
- **Materials** - Visual Aids [18], Training Preparation List [19], Greenifying Your Materials [20]
- **Something Special** - Something Special :) [21]
- **Evaluation** - Ongoing Evaluation [22], Final Evaluation [23]
- **Self-care** - Physical Needs [24], Sleep [25], Voice Emission [26], Self-motivation [27], Educator's Survival Kit for VUCA Moments [28]
- **Blank Cards** [29-35]

We invite you to explore the cards and give them a try for your next educational event!

Learning Lab(oratory)

Learning Lab(oratory): quality non-formal education in the digital world project

With the “Learning Lab(oratory) – quality non-formal education in the digital world” project, Service Civil International aims to improve the quality of the non-formal and informal learning aspects of volunteering activities in our organisations, in both physical and online formats.

The project took place between 2021 and 2023 and consisted of:

- 2 international training courses on organising and running high-quality learning activities in both in-person and online environments
- 4 thematic webinars
- creation of Facilitator’s Cards
- creation of 2 Infographics for more inclusive and environmentally sustainable educational activities
- local follow-up actions on quality learning

The project is co-funded by the European Union.

We are very thankful for making our idea possible to realise thanks to this support!

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Learning Lab(oratory)

Service Civil International is the oldest voluntary peace movement in the world, with over 100 years of experience. Our mission is to promote a culture of peace by organising international volunteering projects with local and global impact. We are present in 40 countries on 5 continents, and we cooperate with partners in almost all countries of the world.

Read more at sci.ngo.

During over 100 years of operating globally, SCI has accumulated lots of expertise in non-formal education and peacebuilding, which had been recognised by many institutions, including UNESCO and the Council of Europe.

And do you know that SCI was even nominated numerous times for the Nobel Peace Prize?!

Stowarzyszenie Jeden Świat is the Polish branch of SCI, with its office in Poznań. We combine international projects with local spirit and have 30 years of experience in peace work and non-formal education.

Learn more about us at poland.sci.ngo.



Learning

Adult learning

Learning is a lifelong process, and the beauty is that with our educational events, we can support this ongoing process for the growth and development of individuals and groups.

A few **ideas** of how to create an **open and supportive atmosphere** for our participants:

- Encourage the people to be active, involved, and participating
- Promote and support the individual's discovery of personal meaning and application
- Recognise and encourage people's right to make mistakes (in the created safe environment)
- Embrace and accept the beauty of differences
- Tolerate uncertainty and ambiguity
- Encourage openness, self-and mutual respect
- Foster a collaborative process



Your free space

Learning

Adult learning

Questions

How will you encourage the interest and curiosity of the learners?



Notes:

How will you create a safe, open and supportive atmosphere for the learners?



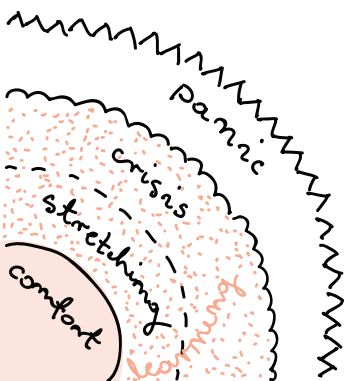
Notes:

Learning

Learning Zone

Magic happens when we step out of our comfort zone, and so does learning.

- ❑ Make sure to know which zone your participants are in regarding given topics/subjects/tasks/activities
- ❑ Think about strategies to take the participants out of their comfort zone
- ❑ Make sure not to bring your participants into the panic zone
- ❑ Create diverse and balanced activities, so your participants don't stand in the same zone for too long
- ❑ Create different moments so each participant expresses their feelings, moods, and challenges



Learning

Learning Zone

Questions

How will you encourage the participants to get out of their comfort zone? What activities will you organise?



Notes:

How will you ensure that participants do not get into the panic zone? What precautions will you take?

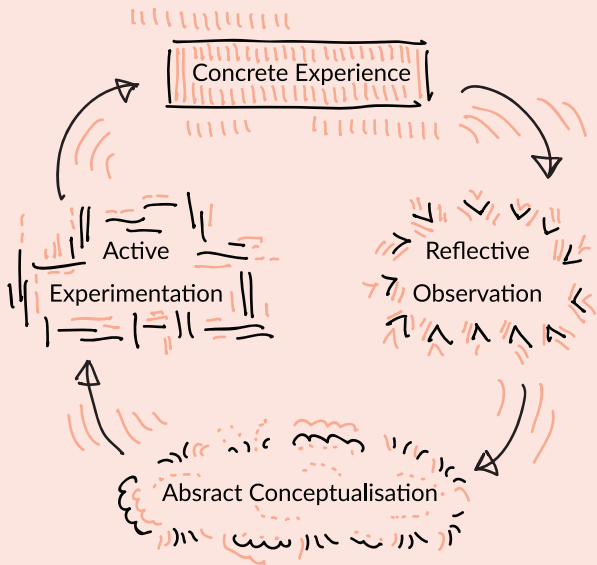


Notes:

Learning

Learning Cycle

Learning is a spiral process of going through different phases. So to make it complete, it is important to facilitate the participants' experience in all the stages. The Experiential Learning Cycle is a four-step learning process: **experience - reflect - think - act**.

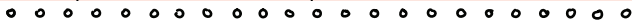


Learning

Learning Cycle

Questions

Using the 4 steps of the Experiential Learning Cycle plan in detail: your educational activity



Notes:

Using the 4 steps of the Experiential Learning Cycle plan in detail: one session of your activity



Notes:

Choosing **the right methods** for a session can sometimes be a daunting process. So when in such a process take into consideration:

- Learning aims and objectives of the session
- Desired outcomes of the session
- Target group // participants
- Time frame
- Settings of the place
- Sequence of the session
- Principles and ethics of my organisation
- My competences as a trainer/facilitator



Your free space

Methods

Methods

Fill in the table with the methods you will use for your sessions.



Notes:

Session

Methods

Session

Methods

Participants Group Dynamics

Facilitating an educational activity makes us work with groups of people. And when there are people, there is an **interaction that changes with time.**

Here is a model of 5 stages of development of the group:

- Forming
- Storming
- Norming
- Performing
- Adjourning (or mourning)



Keep in mind that this group development model is not necessarily linear.

Your free space

Participants Group Dynamics

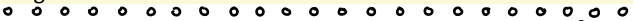
Questions

*Have you observed these stages in your work with groups?
What are the tips and tricks to remind yourself to use this model?*



Notes:

What is GOOD to do and what is NOT GOOD to do during each stage?



Notes:

Participants

Inclusion

We are **all different**, which brings **so much beauty and richness** to our activities. However, we must keep in mind there may be barriers that prevent some people from participating. Let us be aware of, and address these barriers.

If you want **to include everyone**:

- Plan and be ready to modify the activities to be inclusive for everyone
- Set rules for mutual respect
- Ask before acting
- Be mindful of cultural norms present in the room
- Ask for the individual specific needs
- Include people with disabilities in the creation process
- Prepare the programme with the specific needs in mind
- Ask the participants for a name and pronouns they prefer to use
- Be available for questions and support at **all** times
- Provide a feedback box for improvements/needs
- Be open and grateful while receiving feedback
- Make conscious choices to be and do better!



Participants

Inclusion

Questions

Write down your ideas of how you will make your educational event more inclusive. How will you ensure that everyone's needs are met? How will you guarantee that everyone feels safe, accepted, and welcomed to share, contribute, and flourish? How will you encourage the group to be more inclusive?



Notes:

Participants Group Agreement

Usually, we create together with the participants a group agreement **to set a common ground** for learning and efficient working process together as well as for understanding, safety, trust, and collaboration among the whole group.

What we can expect to appear in a common group agreement:

- Respect each other
- Ask questions, be curious, and share
- Take care of yourself, others, and the environment
- Speak the common language when with others
- Step out of your comfort zone
- Be here and now
- Be on time
- Mobiles in silent mode during the sessions
- Enjoy :)



Your free space

Participants Group Agreement

Questions

Also, keep in mind that you are part of the team and you can also propose your ideas for the group agreement. What is important to you to be included so you can facilitate more easily and with more joy?

Notes:

Now plan when and how you will create your group agreement with all the participants.

Notes:

Communication with Your Team and Participants

Setting up a reliable **method of communication with your team and your participants** prevents many problems you might face as an educator.

At the beginning of the training:

- Ask your participants if everyone joined your group conversation
- Offer technical assistance with downloading, logging in to the chosen app, and joining the conversation
- In case some participants don't want or can't use the chosen communicator, share responsibility for keeping them informed during the training

During the training:

- Remember the announcements you need to make
- Share the materials with your participants
- Spend more time with the participants during the breaks



Your free space

Communication with Your Team and Participants

Questions

How will you create the most welcoming digital environment for communication?



Notes:

What new digital communication tool do you want to try using?



Notes:

Social Media Communication

Nowadays, social media presence is the best chance to advertise our events and improve our social visibility.

Some of the best practices:

- Consider what social platforms are used by people you want to reach the most
- Start posting about your educational event a few weeks/months before
- Try to post at least 3 times a week
- Post updates during the event
- Make sure you only share visuals of the participants who consented to it
- Don't include links in the content of your posts. Paste them in the comments under your posts
- Use Metricool for managing and scheduling posts; it's free for one account
- Never upload posts without pictures



Your free space

Social Media Communication

Questions

What group of people do you want to have as participants in your educational event? How can you reach them on social media?



Notes:

What NGOs can you cooperate with to increase your shared reach?



Notes:

Good logistics can improve the activity greatly but bad logistics can destroy and ruin everything. To avoid this scenario, it is very important to think about the practical aspects of the educational activity in advance and how they will be addressed.

Accommodation

- Is there a personal and private space for each participant?
- Are there enough bathrooms and toilets?
- Is the temperature appropriate? Is there a cooling or a heating system?
- Is the place clean?
- Is the place safe?
- Is the place accessible for people with physical disabilities?
- Do you know the specific rules of the venue?



Your free space

Food

- Is the provided food healthy and nutritious?
- Is the quantity of the food just right - not too much or too little?
- Does the menu answer personal dietary/specific needs (not likes and dislikes)?
- Have you provided fruits and nuts during breaks?
- Is there enough drinkable water?
- Have you planned a good eating schedule (not too much or too little time between meals)?

Your notes and reminders:



Notes:

Working space

- Is there enough space for all participants arranged in a way you need for the activities?
- Is it cosy and welcoming?
- Is the temperature appropriate? Is there a cooling or a heating system?
- Is there natural light? And enough extra lightning when needed?
- Is there access to fresh air?
- Is it close to the accommodation and the place where the breaks and meals are organised?
- Is the equipment you need available?
- Are the materials you need available?
- Are there workable walls where you can hang visual aids, posters, and results from the learning process and group work?
- Is it accessible?
- Are there outside places you can use for different activities?
- Are there distractions, e.g. other people, noisy streets, tram/train lines, etc.?



For more factors to keep in mind – please have a look at the card **Learning Environment -> Room Set-up**.

Transportation

- Have you provided the needed information for the participants to reach the venue on time?
- If needed, have you organised the transport for the participants?
- Is the transport accessible for people with physical disabilities?

Your notes and reminders:



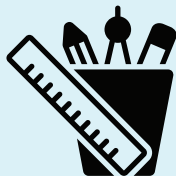
Notes:

Learning Environment Room Set-up

Many factors in the training room influence your and your participants' well-being, focus, mood, comfort, and learning process.

Before you book a training room:

- The venue is accessible enough for the participants' needs
- The room is the right size for the number of participants
- There is wifi, and wifi password is available
- The room layout makes sense for my educational event
- The furniture can be arranged in a way that suits my activity
- The light sources in the room are sufficient
- The room is or will be quiet enough for the event
- The temperature of the room is or will be right
- The room can be ventilated
- There is a loudspeaker in the room
- There is space for a snack corner
- There is a flipchart/projection screen



Learning Environment Room Set-up

Questions

Are there any other factors you should consider?

If yes, what are they?



Notes:

Is there anything special you need about the room? Does it allow you to do activities you have planned?



Notes:

Learning Environment Activities in Nature

Nature has been shown to provide **many benefits** for both **mental and physical well-being**.

Before deciding to move your activities to nature:

- Check the outdoor place beforehand
- Consider the weather outside and inform your participants of your plan in advance
- Make sure the activities you planned are easily adaptable to do in nature
- Pack picnic blankets
- Get help with moving your resources out of the training room
- Be ready for changes of the original plan, have plan B



Your free space

Learning Environment Activities in Nature

Questions

How does it feel to lead educational activities in nature?

What do you feel?



Notes:

What are the challenges of adapting activities for doing in nature?



Notes:

We can't always choose where our training takes place. Still, we can work on **making the training space more welcoming, visually appealing and personal.**

Improve your training room's looks:

- Display colourful materials on the walls
- Keep your tools in order
- Avoid clutter and mess
- Get help with moving your resources out of the training room
- Set up the room in a way that allows you and the participants to reach any functional space (recycling centre, snack corner, exit, etc.) in the training room effortlessly
- When you have messy participants, create an “ordering duty” and assign it to a different group of participants every day of your training



Your free space

Learning Environment

Creating a Visually Appealing Training Room

Questions

Is there a visual element in the training room that doesn't work for you? What can you do to change or hide it? :)

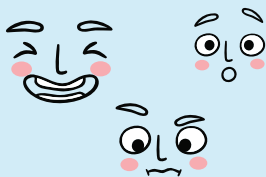
Notes:

What are your ideas on how to improve the appearance of the training room?

Notes:

Interesting **visual materials** make our presentations more memorable and **engaging, and fun** for our participants. There are a few things worth thinking about while developing a great visual aid.

- Start with the objectives
- Choose your colour palette
- Use storytelling
- Keep it simple
- Use humour



Your free space

Before you create visual aids for your training:

- What are the objectives for your visual materials?
- What story can you use to tie parts of this visual material set?
- Do your materials feel crowded? How can you simplify or trim your content?
- Do you have an idea for the topic-related jokes in your materials?
- How can you create exciting or surprising visual aid?

Notes:

Materials Training Preparation List

We all know how easy it is to forget something in preparation for an educational event. But worry no more. We've got you covered!

Packing List:

Stationery:

- Pens
- Pencils, erasers, pencil sharpeners
- Colour pencils/crayons
- Markers
- Whiteboard markers, whiteboard eraser
- Glue sticks
- Scissors
- Scotch tape, paper tape, silver tape
- Ruler
- Post-it notes

Paper:

- Printer paper
- Coloured paper
- Flipchart paper
- Scratch paper

Electronic devices:

- Laptop and its charger
- Phone and its charger
- Loudspeaker and its charger
- Projector, remote, charger
- Printer and its cord
- Backup internet source
- Extension cord

Heavy duty equipment:

- Flipchart
- Projector screen

Other materials:

- Balls
- Bell
- Cups
- Dice
- Games
- Playing cards
- Props
- Strings



Prepared materials:

- Handouts
- Posters
- Logo printouts
- Lists printouts
- GDPR printouts
- A USB drive with your materials in editable and printable versions
- Materials prepared for specific activities you have in mind

Materials Training Preparation List

Questions

Go slowly through the list again. What else do you still need to get before your educational event?



Notes:

On a scale from 1 to 10, how ready are you with your materials preparation? (1 being not ready at all and 10 being fully prepared)



Notes:

Think about a time when you forgot to pack something for your event. How did you solve the problem?



Notes:

Materials Greenifying Your Materials

We came up with some ideas to help you **create more environmentally friendly training.**

Ideas for greener training:

- Create a recycling centre in your training room
- Plan your activities to get the most out of the daylight
- Set a special box for scratch paper that has only been used on one side
- Buy paper products made from recycled paper
- Avoid printing handouts. Share them online instead
- When you print handouts, print on both sides and/or two pages on each side
- Use petroleum-free crayons made from soy, vegetable wax, or beeswax
- Include more zero-waste activities
- Use refillable whiteboard markers
- Laminate sheets of stiff paper to create long-lasting, reusable whiteboards
- Use upcycled items for games and other activities
- Buy long-lasting supplies second-hand
- Keep the materials you will be able to use in the future



Materials Greenifying Your Materials

Questions

What other green practices have you experienced that you could apply to your educational event?



Notes:

How can you make one of your planned activities greener?



Notes:

Something Special

Believe it or not, magic exists! It is all around us and it is up to us to see, find, and create it! During the educational activities as well.

Here we share a few ideas and examples of what could be done - sometimes it can be something tiny but with power to bring a big change! We invite you to take these ideas as an inspiration and then find what works for you, your team, and in this special event :)

- Make surprises for the participants
- Do activities that create a strong emotional experience
- Have a positive attitude towards the participants
- Create a positive, creative, and inspiring environment for learning and sharing
- Have a special ritual of the group
- Organise a special dinner out
- Give some little but special presents to the participants
- Create special moments together, like watching sunrise/sunset, a silent afternoon
- Organise activities that create a strong bonding among the participants
- Give the opportunity to the participants to create something together
- Organise a special visit during the event
- Invite a special guest
- Organise the activity with love, care, and kind attitude



Something Special

Questions

Now think and plan what you will do to turn your educational activity into a special one. List at least 5 ideas that will give the activity a special touch :)



Notes:

Evaluation Ongoing Evaluation

We want to learn and grow and **to become better and better in what we do!** And one way to do so is to ask for feedback. And remember - take the feedback as a gift and an opportunity to do better! :)

- Daily feedback groups
- (Anonymously) feedback box/jar/bag
- Short electronic survey
- Short evaluation activity at the end of the working day
- e.g. word/emoji/weather/drawing of the day



Your free space

Evaluation Ongoing Evaluation

Questions

Plan your ongoing evaluation and how you will collect the participants' feedback. What kind of activities? When?

Notes:

What preparation and materials are needed?

Notes:

When do you introduce it to participants?

Notes:

How are you going to use the feedback?

Notes:

Evaluation at the end of the activity is needed and a must. To check out if:

- Participants' needs and expectations were met
- What they learned
- What the special moments for them were
- How much they enjoyed the group atmosphere
- How actively they participated



A long-term evaluation is also a good way to check what impact your event had and what effect it brought. It helps when we not only want to measure the immediate reaction of the participants but also when we are curious to know the personal growth and learnings, the change in behaviours, and other personal and professional outcomes.

What can you do? A few ideas:

- Send a questionnaire after 3-6 months
- Organise individual interviews
- Conduct focus groups
- Invite for informal reunion meetings

Questions

Now is time for your planning: What activities do you want to organise for the evaluation? What information do you want to gather? How are you going to process and analyse it? How are you going to use the findings for future activities?

Notes:

Self-care

Physical needs

Meeting our physical needs is **essential for maintaining good health, well-being and our minds sharp.**

Taking care of your body's needs daily:

- Include some physical exercises you like in your routine
- Remember to eat healthy food and take enough time to enjoy your food
- Try to drink at least a bottle of water
- Get enough sleep (see: Self-care -> Sleep)
- Find time to practice meditation and mindfulness
- Dress in comfortable clothing and shoes that will provide easy mobility and thermal comfort
- Gently stretch your body and warm up your throat in the morning



Your free space

Self-care

Physical needs

Questions

Even though you might be very busy during an educational event, what will you do to take care of yourself today?

Notes:

What are you grateful to your body for?

Notes:

Sleeping is a crucial part of our daily routine. It **helps our body and mind recharge**, process and remember information, and prepare for educational activities. We know how easy it is to forget your needs while focusing on educational activities and participants' issues. Still, we encourage you to take care of your sleep quality.

Preparations for a good night's sleep:

- Reserve enough time for sleeping in your schedule
- Let fresh air in your bedroom
- Have your earplugs and sleeping mask at hand
- Have a water bottle beside your bed
- Set the temperature in the room from 15.5 to 19.5 degrees Celsius
- Before going to sleep, spend 30 minutes on relaxing offline activities



Your free space

Self-care

Sleep

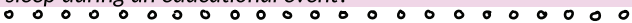
Questions

What pleasurable offline activities help you fall asleep?



Notes:

What can you do to improve the quantity and quality of your sleep during an educational event?



Notes:

Voice emission is the process of producing sound while speaking or singing, which is both intellectual and physical.

Posture - keeping a straight posture when speaking improves the quality of your sound:

- Stand tall with your shoulders pulled back
- Keep your head levelled
- Pull your stomach in a little
- Put your feet at a shoulder-width distance, and keep your knees unlocked



Breathing - try to engage your diaphragm when speaking:

- Pull your navel outwards and allow your chest to lift high when you inhale
- Exhale by pulling your navel towards your spine and letting your chest fall back down

Resonance - The process by which the basic sound created by your vocal folds is improved in timbre and/or intensity by directing the air stream through air-filled cavities in your body.

- Practice humming and making cow sounds to find resonance points in your head, face, and body

Exercises to warm up your voice with:

- Scan your body for tension and let it melt when you direct your attention to it.
- Breathe in for 5 seconds, hold your breath for 5 seconds, and breathe out for 5 seconds. Repeat a few times. Don't forget to engage your diaphragm!
- Using self-massage, relax your jaw, tongue, and throat.
- Do lip trills by blowing air through semi-tense lips, so they start to vibrate.
- Count your upper teeth with your tongue to relax this powerful muscle.
- Make cow sounds or hum, so you can feel your face vibrating. Make sure you don't tense your throat.

Where in your body can you feel vibration when you speak loudly? Is there a friend, a keynote speaker, or a celebrity whose way of speaking you like very much? Watch a video of them and observe how their face and body work when they speak.

Notes:

The theory of self-motivation refers to the idea that **individuals can drive their motivation and behaviour through their thoughts, beliefs, and emotions**. People are not simply passive recipients of motivation but **active agents** who can influence their motivation and behaviour.

Keeping yourself motivated:

- Set achievable, measurable, and meaningful goals
- Set deadlines and hold yourself accountable
- Practice self-care and prioritise physical and mental health
- Take breaks and prioritise relaxation to avoid burnout
- Reward yourself for progress and hard work and celebrate your accomplishments
- Establish a support system of colleagues for encouragement
- Surround yourself with positive influences and avoid negativity
- Find a mentor or coach to support and guide you
- Seek out new challenges and learn new skills
- Remember what motivated you at the beginning of the project



Self-care

Self-motivation

Questions

What small goals can you set for yourself to strive for during the training?



Notes:

What motivated you in the earlier stages of the project? What motivates you now?

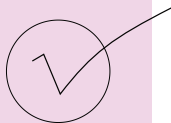


Notes:

VUCA (volatility, uncertainty, complexity, and ambiguity) is an acronym summarising the hardships we might face as an educator during the training. Whenever you feel like you're experiencing a VUCA moment, we encourage you to try to reframe it into a more positive version of VUCA acronym (**vision, understanding, clarity, agility**) and think about it as a learning opportunity.

We prepared a little survival kit to help you survive and learn from your VUCA moments:

- Give yourself some time to think and reflect
- Return to your vision for the training and reflect on your priorities and goals
- Accept your and your participants' limits
- Share your experience with friends, the educators' community, your team or your mentor
- Ask for help and outsource some tasks
- Focus on positives and avoid negativity
- Do calming breathing exercises
- Engage in an activity that relaxes you - meditation, taking a walk in nature or reading a book are our choices
- Practice gratitude
- Take a nap or ensure you get enough good-night sleep during the training



Self-care Educator's Survival Kit for VUCA Moments

Questions

What helps you return to a peaceful state after experiencing a VUCA moment?



Notes:

What VUCA moment did you have during an educational event?

What did you learn from them?



Notes:

Your topics

Your topics



Notes:

Your ideas

Your ideas



Notes:

Your notes

Your notes



Notes:

Your checklist

Your checklist



Notes:

What else?

What else?

Notes:

Place to draw

Place to draw



Notes:

Well done!

Well done!



Notes: