

Franchise Relations Summit - Participant Handout

Maintaining Relevant Support Throughout the Franchisee Journey

Welcome to this year's Franchise Relations Summit! Our vision is that the Summit will be highly interactive, enjoyable and practical, and you will have the opportunity to contribute your own experience as well as learning from others.

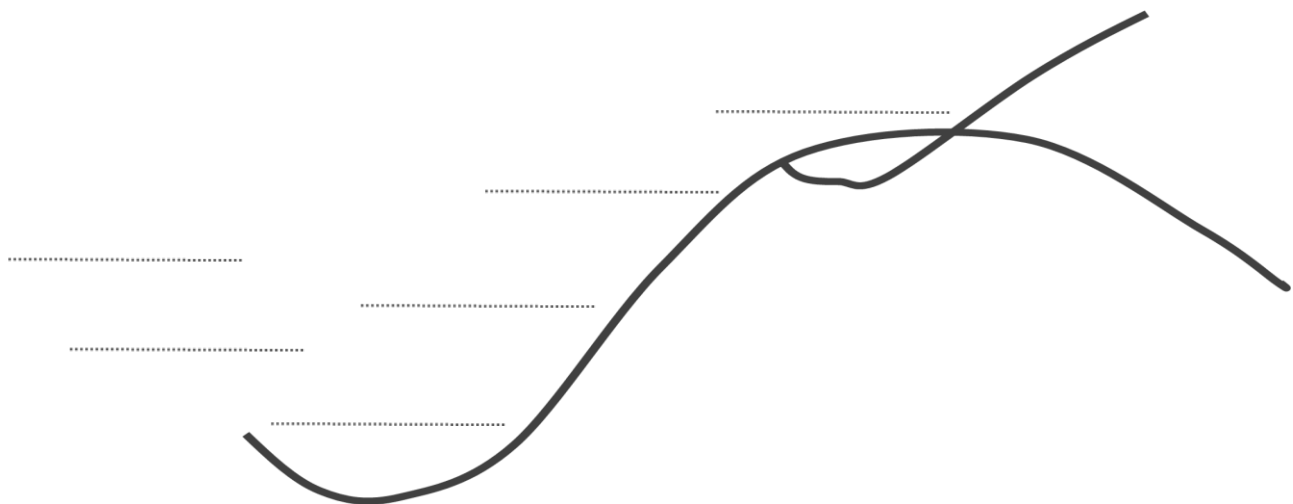
Our agenda has several components and, because of limited time, it will move swiftly. So we need you to work with us to help keep things on track.

Your first mission is to find yourself a seat and quickly get to know the other people on your round table.

You will find this sheet a useful tool to record your notes from the panels and ideas from the round tables. Here's a few tips to help you get the most from the Summit.

- Watch the slides and listen carefully to the Summit moderators when they provide instructions to the room.
- On several occasions you will have the opportunity to discuss a question in pairs, or as a round table. The questions will be on the screen and are also provided below so you can make some notes if you want to.
- With the round table discussions, you only need to share an idea if you have something specific to say. There will be three separate questions discussed, so you may at times prefer to just listen to the thoughts of others.
- If you do share a tip or an idea, please be as succinct and specific as possible as we have limited time.
- You'll have a facilitator at your table to keep the group discussions focused. Please help them by paying attention to what others are saying, and ensuring there is only be one person talking at a time.

THE FRANCHISEE BUSINESS JOURNEY¹



NOTES ABOUT THE JOURNEY

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Which stage is of particular interest to you and why? (Discuss this with a buddy)

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¹ The Franchisee Business Journey is a model developed by Greg Nathan from The Franchise Relationships Institute

