

Managing their Expectations

1. Publicity
2. Listen, Listen, Listen!
3. Take a brief to summarise their key hopes
4. Send out training proposal, programme or agenda
5. Tweak or finesse to meet their expectations
6. Communicate with 'trainees' in advance - telephone interviews, emailed welcome, prep notes, programme outline...
7. Greet and welcome
8. Reiterate or negotiate what the training will cover and how *and* what it will not be.
9. Icebreaker
10. Set the Tone