



LETWELL Training Session Etiquette Guidance

The purpose of training session etiquette is to make it easier for everyone to engage in the topic and gain the most from the training experience. We want to ensure we maximise the time available for an effective transfer of knowledge. Therefore, please consider the following:

1. **Be ready to start on time.** When logging in late, you may miss important information and disrupt the presentation. Arriving on time also prevents you from wasting additional time contacting the presenter after the fact to determine what you missed and stops the trainer or course facilitator from being distracted from questions happening in real time. We advise logging in before the training session commences to ensure you have sufficient time to address any issues you may encounter prior to the session starting (for example the computer requires a software update). We will provide an email with a URL to join the training session. **Test this hyperlink before the training session starts.** You will not be able to join the session, but you will be able to see whether you need other software.
2. **Be an active participant.** There will be occasions when we would like to gather your thoughts or opinions. Please respond to requests for comments or questions as this creates a far richer learning experience for everyone.
3. **Ask questions.** We are very happy to take questions, but please consider the focused nature of the sessions and avoid lengthy introductions and self-promotion. Please be sensitive to other opinions and ensure comments are considerate and helpful to all present. In this live setting you can see when a presenter is open for questions, and in these sessions, questions will be read and collated by the course facilitator and answered at an appropriate point.
4. **Using the chat room.** We welcome involvement and people socialising, but whilst the presenter is training, please refrain from using the chat function for general conversations that may disrupt.
5. **Minimise interruptions.** We have structured the programme to support information digestion, but you can also aid your concentration by removing distractions such as turning off your phone and selecting a quiet place to listen to the training.