**P&OD Expectations and Promises**

When you attend our courses and programmes, ***you can expect*** …

* to be treated with kindness and respect.
* the facilitator(s) to be organised and turn up on time.
* breaks during the course, so you can use the facilities, recharge, and stretch.
* to be encouraged and listened to.
* to feel comfortable in a positive learning environment.
* the session to finish in good time.
* the opportunity to provide feedback.

When you attend our courses and programmes, ***we expect you to***…

* turn up on time to reduce disruptions to fellow participants and the facilitator(s).
* turn off your phone (or put it on silent), and applications such as emails.
* focus your attention on the course you are attending.
* listen to and respect your colleagues, not talk over them, and avoid side conversations.
* participate - you are your own best resource, and we want to hear your experiences.
* be patient - from time-to-time things won’t go to plan. We’ll do our best to find solutions.
* have your camera on (when we run sessions virtually) and add questions into the chat facility so the course flows.
* be aware of your own behaviour and the impact it may have on others.
* give feedback on the course.
* discuss how the learning can be used in your role with your line manager.

**Questions? Please get in contact ...**

If you have any questions about the above expectations, please contact your P&OD Manager, or by email [people@hud.ac.uk](mailto:people@hud.ac.uk).