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.

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ORGANISATIONAL
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