

THINGS THAT HELP

- Trusting and following the materials
- Keeping comments relevant and positive
- Starting and ending on time
- Redirecting questions to the group
- Smiling and being friendly
- Knowing everyone's name

THINGS THAT HURT

- Preparing and teaching a lesson
- Making or allowing discouraging or critical comments
- Starting or ending the meeting late
- Commenting on every question or trying to have the last word
- Talking more than others in the group
- Skipping sections or changing the content