

Come prepared – Knowledge and tools	
Establish Credibility	
Understand your team	
Create a climate for questions – but maintain control	
Guide the team to their own discovery	
Group should teach themselves	
Maintain enthusiasm and engagement	
Understand – Forming, Storming, Norming, Performing, and Adjourning	
Tell them what you are going to tell them, tell them and tell them what you told them	
Understand individual needs yet focus on the team	