

*An instructor that has been asked to **take an existing course (face to face) and create an on-line course.** They are absolutely devastated and have no idea where to begin.*

The flipchart of ideas, or tips and solutions was done quite creatively, with images:



Listen



Get into the heart of the matter

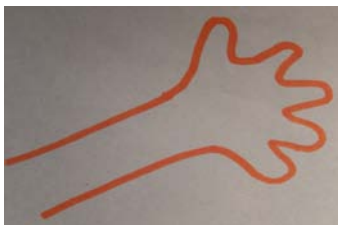


- Find out what they are afraid of losing
- Acknowledge that change is difficult



Flattery:

- Point out: We need good teachers like you online.



Reassurance:

- What's going on in the face-to-face can be transferred online

Resources:



Direct to people
Give examples
Offer support



Follow up