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