

How to get the best out of your session

At the start of the session

Create a “name plate”: Fold a sheet of A4 in 3 lengthways to create a “Toblerone” shape (see below) and write your first name in the middle with a thick pen.

Write down your issues/questions

- Be as specific as possible and include examples where possible
- Prioritise them (e.g. with numbers or stars)

They will help you and us:

- to be clear what you need and to focus on what’s important
- to see what you have achieved at the end

My questions	
★	How to delete old photos from Google photos
★★★	Sometimes a message appears saying disk is nearly full. What should I do?
★	How can I share photos of my new

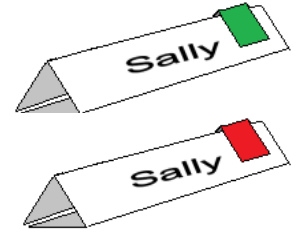
Asking questions

When you have a question: pop the **green** slip of paper over your name. A trainer will come to you when they are able.

If completely stuck (can’t do anything else), use the **red** slip and we’ll prioritise you.

This helps us quickly see who has questions and who is really stuck.

We will encourage you to find out yourself, try things out and “*look it up on Google*”.



You are responsible for telling us

- how you prefer to be helped: e.g. “*help me to find out myself*”, “*I want to try to use Google to find out*”, or “*just tell me what to do*”
- if you don’t understand or we are getting too technical or going into too much detail

Please hand this back to us so we can reuse it