# Six common mistakes when engaging a learning & development supplier

We're absolutely passionate about delivering changed minds and changed behaviours through our interactive learning events. And time is our most precious resource so help us to help you maximise your return on investment by avoiding some of these common mistakes.

1. **Buy off-the-shelf training without discussing your needs**
   Whilst the training material might be 'off the shelf' there is still scope within the delivery to maximise the relevance for participants and reinforce any key messages you're looking to embed.

2. **Select a course based on content alone**
   There are many suppliers offering management and leadership training content so differentiate by looking at what the delivery team bring in terms of industry-relevance, culture fit, and their ability to role model leadership (not just talk about it!) to inspire others to action.

3. **Hire an expert then tell them how to do their job!**
   Rather than tell us you need a training course on XYZ let's discuss what you are noticing that led you to look for solutions and then be open to recommended solutions. Sometimes you're absolutely right; sometimes there's a different solution that will achieve your outcomes better/faster.

4. **Think that more content or more participants means better value**
   Learning happens most effectively when we have the time to be curious, to debate ideas and figure out how to apply them. Smaller groups (e.g. 12) create more participation, more valuable insights from introverts, more honesty, more trust and ultimately more behaviour change.

5. **Book an unsuitable venue**
   We like offices and venues that have natural light, heating controls and room to move around.

6. **Schedule training at short notice and other learner admin errors**
   Learning happens long before people arrive in the room, so giving people ample time to do pre-work, as well as sending out any joining instructions for logistics and post-workshop materials in a timely way all aids 'spaced repetition' of content for increased learning. We don't mind if you do the admin or we do as long as it supports learning.

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