

# Workshop Expectations

- Ask participants to take a moment to think about one thing that, if achieved during the day, would mean the course had been successful for them. Invite participants to share their thoughts with the group as soon as they are ready.
- Write the expectations verbatim on a flip chart; keep going until responses are exhausted.

# Course Objectives

Objectives	
On completion of this workshop you will be able to:	
<ul style="list-style-type: none"><li>• Describe the key features of the Sales Incentive Program</li><li>• Explain the structure and leveling adopted for the competencies that are assessed in the Sales Incentive Program</li><li>• Carry out assessment of sales competency for your team using techniques that ensure valid, accurate and consistent results</li><li>• Provide appropriate feedback to team members throughout the year.</li></ul>	
<small>Competency Assessment Calibration Training</small>	<small>3</small>

- Run through objectives and link to participant expectations.
- Highlight any expectations that we are unlikely to be able to achieve during the workshop.
- Add to or modify existing objectives, where appropriate, to take account of participant needs.