

Challenging Behavior in Trainings



Reluctant

- Emphasize the benefits of the training
- Ask open ended questions
- Show appreciation for participation
- Give responsibilities and assignments

Talkative

- Stand close to the talkative group
- Ask them if they have comments to share
- Mix up small groups
- Give longer breaks



Antagonist

- Address it directly, but with class
- Express need for support and help from participant
- Describe clearly and publicly the problem he or she creates
- Get them involved, then praise contributions

Showstopper

- Find ways to balance participation i.e. talking sticks, name call outs etc.
- Assign them a leadership task
- Encourage them to take notes
- Engage with them during breaks



Training Planner

What is the purpose of your training?

- Explain training In brief statement
- Visualize it
- List set-up facts/details

Is content adapted for all learners?

- Visual
- Auditory
- Kinesthetic

What activities will you have?

- 1 activity within each 30min time block
- Handouts

What are some Discussions Questions?

- Open Ended
- Reflective



Sample Schedule

- Welcome & Overview
- Ice Breaker
- Opening Activity: Attention Grabber
- Engaging Mini Lecture
- Activity: Practical, Supervised Practice
- Mini Lecture w/ Handouts
- Open Share/Facilitated Groups Discussion(s)
- Closing/Conclusive Content
- Q&A