



Training Troubleshooting

Brief summary of activity

Participants will work on specific Training Challenges and explore prevention or solution as a group.

Aim of the activity

Participants will discuss and identify prevention of and solutions to possible training challenges that might encounter while delivering training and caused by individual participants attitude or negative group dynamics.

Expected Outcomes

- Demonstrate an understanding of Group dynamics.
- outline the values which inform practice in training / training practices
- demonstrate good training practice
- describe different preferred learning styles, training styles and conflict resolution techniques
- deal with discriminatory attitudes and behaviours establish appropriate work boundaries
- identify personal training and development needs

Information for Trainers:

- **experience and skills required**
Trainers can use their own experience of challenges found while delivering training to present examples or propose solutions to the participants.
- **Infrastructure, setting, resources**
A room big enough to allow participants to work in small groups without problems, or several rooms available so the smaller groups can meet in them during the activity.
- **Length:**
30-40 minutes

Materials

Flipchart pages, Flipchart markers, Flipchart stand (optional)

A list of training challenges can be found in the handout for this exercise if the time for the activity is limited.

Description

- **How the activity should take place.**

After welcoming the participants, ask them whether they have ever experienced conflict or disruption during training (either while receiving or delivering training) and how did they deal with it. (5 m)

Present the participants with a list of possible reasons for disruption during training and ask them to select the two they feel would be more relevant to them (maybe because they have never encountered them or wouldn't know how to deal with the situation). If there is extra time for the exercise, the participants can propose their own challenges.(5 m)

Divide the participants into smaller groups according to the challenges they have selected and get them to discuss how would they prevent or solve the conflict/disruption they have chosen and to annotate their responses on a Flipchart page (15 m)

Bring back small groups into the meeting and invite one person for each group to present the solutions they are proposing for each challenge that they have written on the Flipchart page. Ask the participants from the other groups if they have further suggestions on how to prevent/deal with a particular challenge, so their ideas can be added to flipchart. (15 m)

- **Recommended max. number of participants and trainees to trainers ratio**
10 to 1

Risk and possible adaptation

Variations:

Tips for Trainers:

Either take note or take a photograph of the group's flip charts once the activity is completed and share it with the participants as a handout. This can be complemented with the Training Troubleshooting handout.

Participants:

Analysis and evaluation:

Ask participants about their experience during the activity. Would they feel more confident when it comes to responding to some of the challenges?

Scheduling:

Tagging (Keywords):

Training challenge, Conflict, group dynamics.