



Tips for *Outcomes Driven Trainers*

Ideas for Managing Distractions, Conflicts and Other Unforeseen Challenges

Note: Using the principles of adult learning which are incorporated in the PACES format is proactive, and a natural preventative of many common training challenges.

*** Smile!**

** Establish and re-establish the WIIFM (What's In It For Me?).*

*** Create, encourage, and support participant comfort.**

** Give breaks when needed, not necessarily as scheduled.*

*** Establish a Group agreement (not 'rules') and refer to it, or ask for additions, as needed.**

** Post a 'Burning Issues' chart for topics that can't be fully addressed at that moment, and address the issues before the end of training.*

*** Keep the training active.**

** Vary the types of activities to engage all learning styles.*

*** Check in with participants using the red, yellow, green cards approach, or other methods.**

** Use humor appropriately.*

*** Solicit audience feedback; respect it and build upon it in the direction of the training content.**

** Refer participant questions to the audience so as to engage and respect all.*

*** Remember participants are often able to correct another participant's misconception more effectively than the trainer can.**

** Model a solution-focused approach and encourage the same from participants.*

*** Move around the room; briefly stand near 'side-bars' if necessary.**

** Share eye contact evenly with all participants.*

*** Repeat comments or questions offered by participants who are soft-spoken.**

** Be sensitive and respectful of diversity- it enriches the training event.*

*** Use powerful words like *please, thank you* and *you're welcome*.**

** Use a clear, audible and varied voice pattern.*

*** Provide, or allow, bottled water to keep the brain hydrated.**

** Encourage quick physical stretches.*

*** Be comfortable with your own mistakes — they are stepping stones to higher performance, and provide an excellent example of effective learning.**

** Have fun! It's contagious.*