



Train-the-Trainer

GLOBAL COURSEWARE

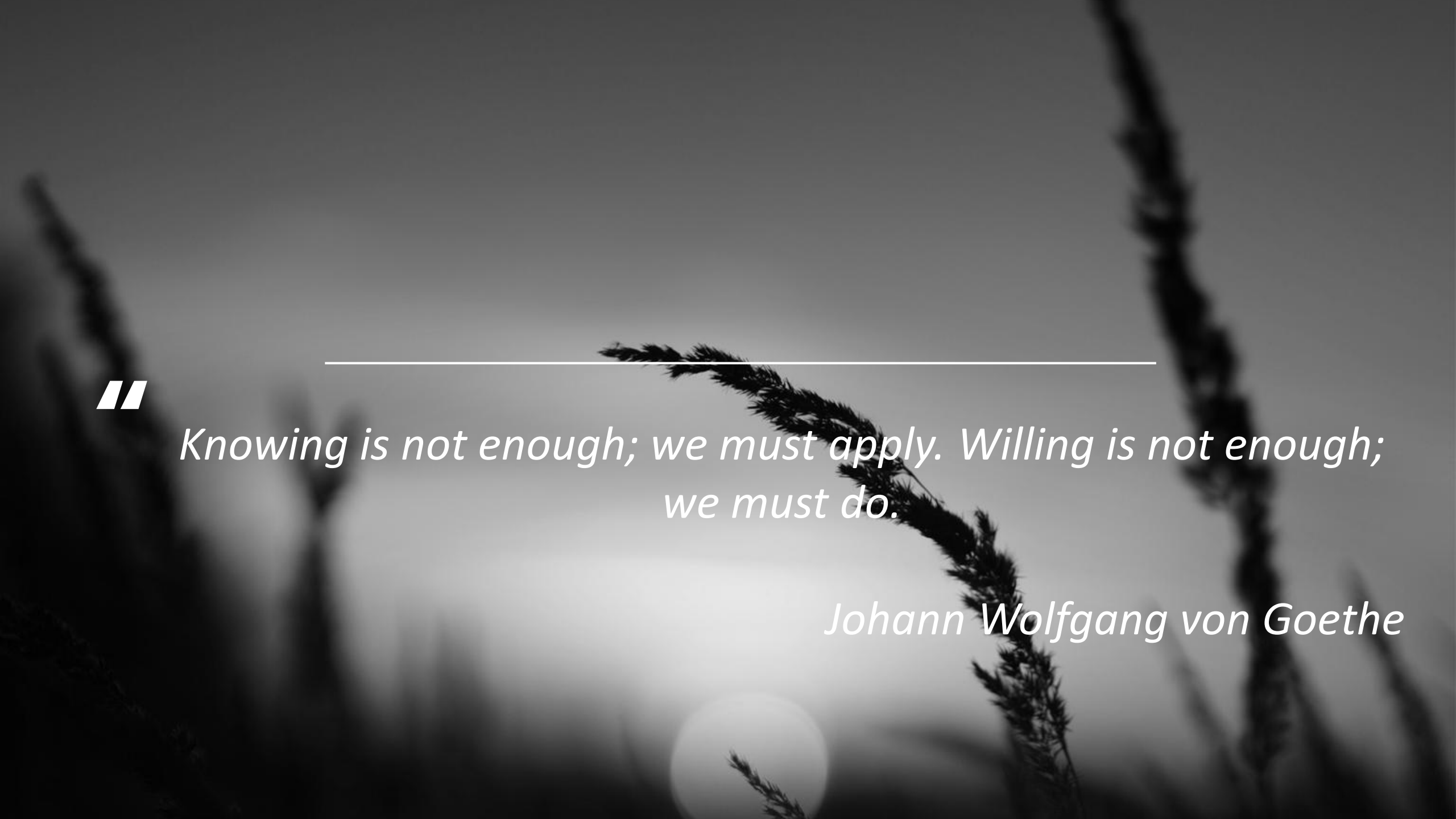
Getting Started

Whether you are preparing to be a professional trainer, or you are someone who does a bit of training as part of your job, you'll want to be **prepared** for the training that you do.

Workshop Objectives



- Define training, facilitating, and presenting
- Create an active, engaging learning environment
- Develop visual aids and supporting materials
- Manage difficult participants and tough topics



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*Knowing is not enough; we must apply. Willing is not enough;
we must do.*

Johann Wolfgang von Goethe

MODULE TWO

Understanding Training and Facilitation

Depending on the need of your participants, you may be called upon to provide training, or facilitate a discussion of ideas.



What is Training?

Training is a process. It begins before participants sign up for a class and continues until the new knowledge, skills, and attitudes are applied regularly.

What is Facilitation?

The role of the facilitator is to provide an experience in sharing, discussion, learning, and openness for participants.





Identifying Appropriate Situations

When people get involved in a facilitated group, they need to know whether they are still on track and that they are making progress.

Practical Illustration



- What is Training?
- What is Facilitation?
- Identifying Appropriate Situations

Module Two: Review Questions

1. Which of the following is not a part of training?

A. Identifying the need for new learning to take place

B. Creating trainer-centered learning opportunities

C. Evaluating the effectiveness of the training offered

D. Securing management buy-in for training to be developed

Module Two: Review Questions

2. Which of the following is the key for a successful trainer?

A. Presentation skills

B. Case studies

C. Games

D. All of the above

Module Two: Review Questions

3. Which of the following questions can help you determine the type of training needed?

A. Is there a real opportunity for improvement?

B. Is there any gap based on performance issues?

C. What are the organization's future plans?

D. When do we need training

Module Two: Review Questions

4. Which of the following is **not** crucial when determining whether or not training is necessary?

A. Where is the training going to be held?

B. Do the systems support you?

C. Would coaching suffice where training is considered?

D. Do you need training

Module Two: Review Questions

5. Which of the following statements is true?

A. A facilitator is the person who has the same or similar skills as participants

B. Facilitators and trainers have the same function

C. Facilitators are prominent participants

D. Facilitators may not have the same knowledge or expertise in the specific subject matter as the participants

Module Two: Review Questions

6. Which of the following is not a part of facilitator's role?

A. Providing experience in sharing

B. Helping participants with discussion

C. Giving participants final solutions

D. Helping participants with learning

Module Two: Review Questions

7. The goal of training is to bring about a _____ change.

A. Critical

B. Behavioral

C. Personality

D. Financial

Module Two: Review Questions

8. A facilitator uses their knowledge of _____ and dynamics when planning their meeting.

A. Large whiteboards

B. Personal journals

C. Staff meetings

D. Group processes

Module Two: Review Questions

9. When people get involved in a facilitated group, they need to know whether they are still on track and that they are ____ ____.

A. Making money

B. Making progress

C. Speaking clearly

D. Asking the proper questions

Module Two: Review Questions

10. Provide regular _____ and follow-up within the session.

A. Breaks

B. Meals

C. Stories

D. Check-ins



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Learning is not a spectator sport.

D. Blocher

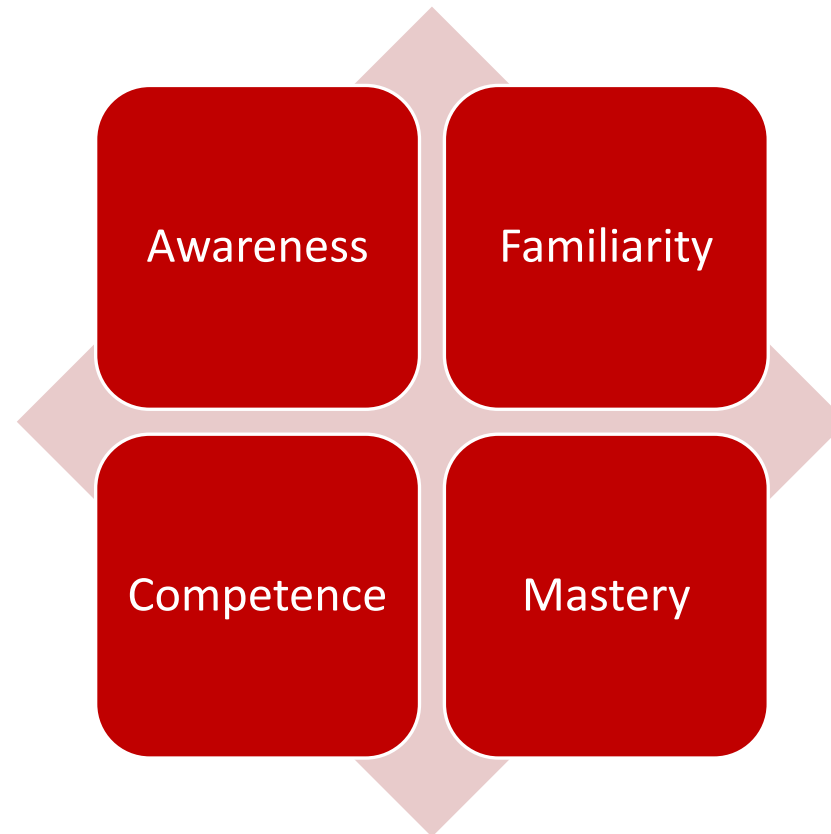
MODULE THREE

Gathering Materials

A major aspect of your training is recognizing what your participants need, want, and expect, and then responding accordingly.



Remove Distractions



Reviewing the Materials

Make sure that the materials you will rely on are current and applicable.





Identifying and Resolving Gaps

Cognitive Domain

Affective Domain

Psychomotor Domain

Interpersonal Domain

Practical Illustration



- Identifying Participants' Needs
- Reviewing the Materials
- Identifying and Resolving Gaps

Module Three: Review Questions

1. Is training designed specifically to meet the needs of every person in the workshop?

A. No, training is designed to cover your skills and abilities

B. Yes

C. Yes, but you also need to consider the person who has identified the need for training

D. Yes, but you also need to consider the person who has identified the need for training and the person who is paying the training

Module Three: Review Questions

2. What is the best way to determine what your training needs to include?

A. Survey

B. Individual interview with each participant

C. Conducting a needs assessment

D. Exploring the results of previous trainings

Module Three: Review Questions

3. Which level of knowledge comes before mastery?

A. Awareness

B. Familiarity

C. Competence

D. Expert

Module Three: Review Questions

4. Which of the following is crucial for you to know about your participants?

A. Their previous experiences

B. Their motivation

C. Their position

D. Their previous results

Module Three: Review Questions

5. When should you start gathering materials for your training?

A. As soon as you're assigned

B. As soon as you meet the participants

C. As soon as you conduct your analysis

D. Whenever you want

Module Three: Review Questions

6. What should you do when you have copyrighted materials?

A. Ask for copyright holder's permission

B. Ask for manager's or supervisor's permission

C. Acknowledge material's author without any formal permissions

D. Use the material freely, since it's not illegal when it comes to trainings

Module Three: Review Questions

7. Once you have your_____ complete and know what kind of training you need to design, you can begin to gather materials that will help you reach your objectives.

A. Lesson plan

B. Permission sheet

C. Survey

D. Needs analysis

Module Three: Review Questions

8. When searching the internet remember that what you are looking for is____, when you are actually finding ____.

A. Knowledge, Information

B. Statistics, Charts

C. Questions, Answers

D. Answers, Questions

Module Three: Review Questions

9. Thoroughly research your topic, analyze the material, and then break it down into the ____ that you will use.

A. Pages

B. Essentials

C. Chapters

D. Manuals

Module Three: Review Questions

10. Blogs can relate the latest trends, but are thin on actual _____ and _____.

A. Information, Statistics

B. Details, Facts

C. Pictures, Stories

D. Research, Knowledge



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You cannot teach a man anything. You can help him discover it within himself.

Galileo Galilei

MODULE FOUR

Creating a Lesson Plan

While the lesson plan is a guide for how you will manage a particular workshop, a well-designed lesson plan will also allow you to enhance your training.



Planning for the Basics

A good lesson plan won't just keep your training on track; it helps you to ensure that you have included all of the required elements in your training.

Adding Slack Time

There are several different ways that you can build some flexible time into your training.





Creating a Plan B

A back up plan is an important contingency in your training plan so that you can avoid disasters or at least minimize their effects and maintain your professional decorum.

Practical Illustration



- Planning for the Basics
- Adding Slack Time
- Creating a Plan B

Module Four: Review Questions

1. What's the key element of the introduction?

A. Training purpose

B. Training expectations

C. Training steps

D. Presenting the trainer

Module Four: Review Questions

2. Which of the following statements is true?

A. Breaks should be held only for lunch

B. All the participants should have their lunch together to get closer

C. Participants should eat together, unless if some of them have brought their meals

D. Participants should eat separately to take a break from each other

Module Four: Review Questions

3. Trainings shouldn't be:

A. Completely participant-centered

B. Designed to meet the objectives

C. The result of everything you
know

D. Based on rich content

Module Four: Review Questions

4. Deliberately creating a couple of spaces in your day that are light means:

A. Having a couple of topics that are optional

B. Having a couple of games during the training

C. Having a couple of breaks

D. Any of the above

Module Four: Review Questions

5. Which of the following statements is true?

A. Having a plan B is unnecessary if your basic plan is good

B. Having a plan B requires too much time and energy, that's why it's not recommended

C. Having a plan B is recommended only in risky circumstances

D. Having a plan B is recommended so you can avoid disasters

Module Four: Review Questions

6. What's the most important thing for handling unforeseen situations?

A. Being strict

B. Being flexible

C. Being relaxed

D. Being smart

Module Four: Review Questions

7. A _____ may remind you of being in school and having a teacher flip open a plan book.

A. Flip chart

B. Training Manual

C. Lesson plan

D. Instructor Guide

Module Four: Review Questions

8. Have a couple of topics that are _____ will add to the training if you include them, but are not essential to the training.

A. Entertaining

B. Optional

C. Educational

D. Any of the above

Module Four: Review Questions

9. If participants arrive late, you should_____.

A. Lock the doors

B. Let them listen from the hallway

C. Take their names down

D. Allow them to catch up during
their breaks

Module Four: Review Questions

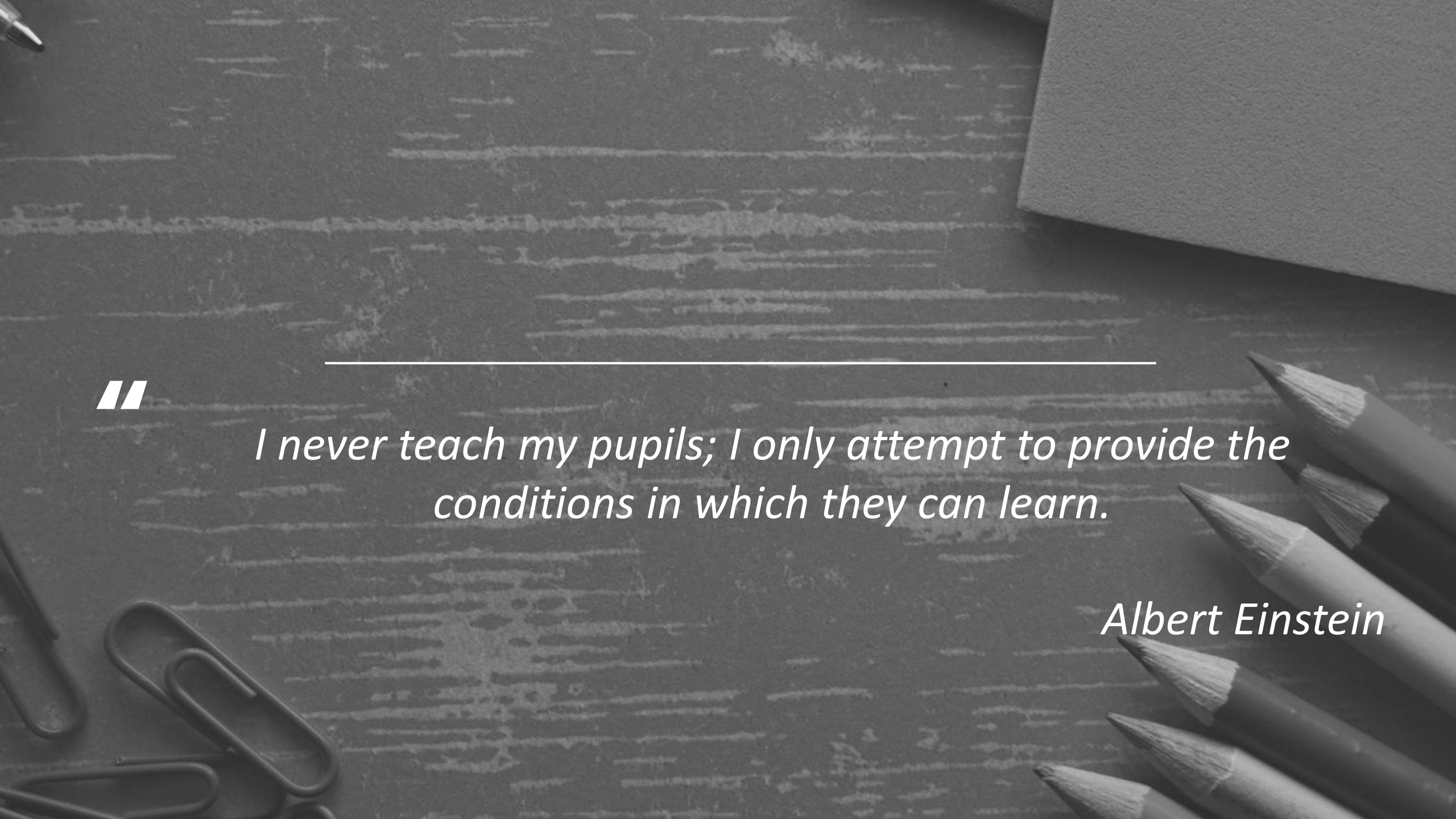
10. If you can start your training by considering your _____, you will bring some enhancements that other trainers don't.

A. Wrap-up

B. Lesson Plan

C. Break time

D. Icebreakers



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I never teach my pupils; I only attempt to provide the conditions in which they can learn.

Albert Einstein

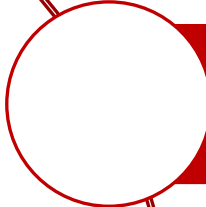
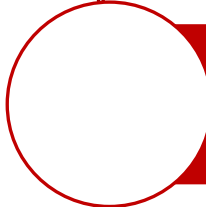
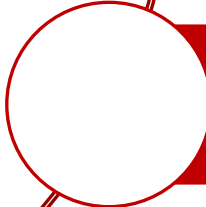
MODULE FIVE

Choosing Activities

For many people, it is by *doing* that understanding comes.
People come to training expecting to learn.



Types of Activities

-  Games
-  Icebreakers
-  Case Studies

Preparing for Emergencies

If you are faced with an emergency then having some activities on standby will help.





What to Do When Activities Go Wrong

If an activity does not go over well with your group, don't push it through to the end just because it's a part of your lesson plan.

Practical Illustration



- Types of Activities
- Preparing for Emergencies
- What to Do When Activities Go Wrong

Module Five: Review Questions

1. Which of the following statements is true?

A. Laughter distracts trainees too much

B. Trainers should estimate how much laughter won't distract trainees

C. Laughter is healthy and recommended for trainings

D. Laughter is recommended only during games played on training

Module Five: Review Questions

2. Which of the following is a brief pick-me-up activity designed to invigorate a group?

A. Energizer

B. Simulation

C. Role playing

D. Icebreaker

Module Five: Review Questions

3. What's the best thing to do to handle the possibility of running out of materials?

A. Improvise

B. Play a game

C. Let the trainees choose the next activity

D. Have a pile of standby activities

Module Five: Review Questions

4. What should you do if you get sick during the training?

A. Continue until it becomes critical

B. Have some activities on standby

C. Find a replacement

D. Let the participants organize activities without you

Module Five: Review Questions

5. Which of the following activities should you avoid?

A. The ones that are too challenging

B. The ones that require too much creativity

C. The ones that would annoy you as a participant

D. The ones that participants weren't familiar before

Module Five: Review Questions

6. Which of the following is not something you should do if an activity flops?

A. Stop the activity

B. Make participants continue without any action

C. Organize an on-the-spot debriefing session

D. Refocus the group

Module Five: Review Questions

7. Trainees expect that training will be stimulating, interesting, and_____.

A. Fun

B. Noisy

C. Educational

D. Collaborative

Module Five: Review Questions

8. For a one-day workshop, a ____ minute icebreaker should be fine.

A. 45-50

B. 5-10

C. 15-20

D. 30-40

Module Five: Review Questions

9. Choosing the right activity is very important to your training session.

A. True

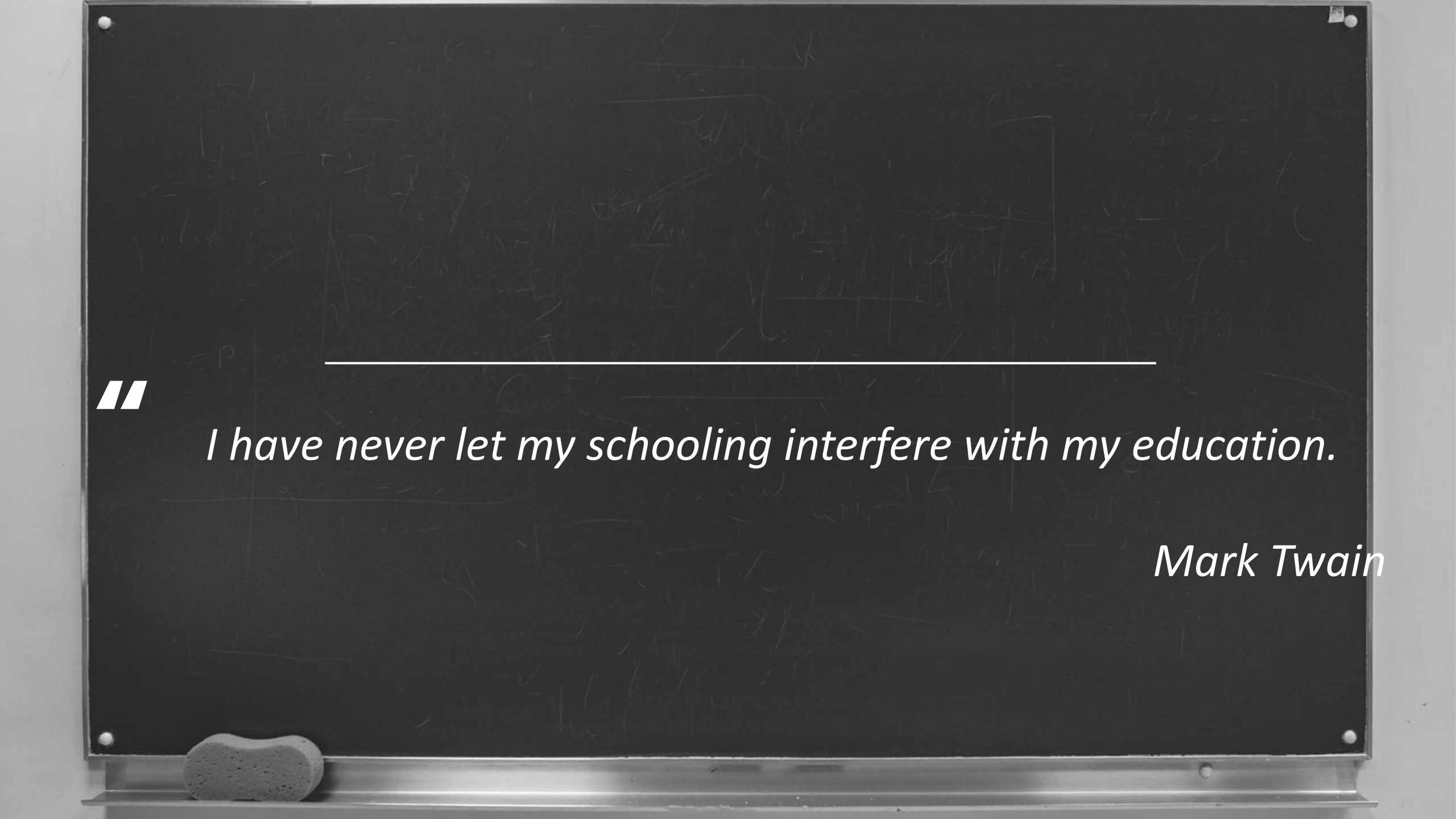
B. False

Module Five: Review Questions

10. If an activity flops, stop and refocus.

A. True

B. False



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I have never let my schooling interfere with my education.

Mark Twain

MODULE SIX

Preparing for the Workshop

Being ready is the sign of a competent trainer. Not being prepared can derail your training before it's even started.



Creating a Materials List

Have a backup plan! The longer you train, the more likely you are to come up with a related activity on short notice that will cover any serious problems.

Gathering Participant Information

Make sure the information you gather is protected in keeping with the appropriate privacy legislation.





Setting Up the Physical Location

Have a few tables against the walls of the room so that participants can flip through or gather materials as needed.

Practical Illustration



- Creating a Materials List
- Gathering Participant Information
- Setting Up the Physical Location

Module Six: Review Questions

1. Which of the following statements is true when it comes to materials?

A. You should prepare basic supplies only

B. Being over prepared is a good idea

C. You can always improvise if you forget something

D. If you forget something, you must rely on trainees

Module Six: Review Questions

2. What's the key for dealing with situations like forgetting some materials?

A. Being informed about the closest supply store

B. Being ready to take it easy

C. Having a back-up plan

D. Having an explanation for your trainees

Module Six: Review Questions

3. The information you gather about your trainees must be:

A. Public

B. Protected

C. Detailed

D. Personal

Module Six: Review Questions

4. Why is gathering information about participants important for the trainer?

A. So the trainer can meet the needs of the participants

B. So the trainer can eliminate the incompetent participants

C. So the trainer is aware of the bonding between participants

D. So the trainer is aware of the experiences of the participants

Module Six: Review Questions

5. An ideal classroom set up includes a room with minimum:

A. 8-foot ceilings and no pillars

B. 10-foot ceilings and no pillars

C. 12-foot ceilings and no pillars

D. 14-foot ceilings and no pillars

Module Six: Review Questions

6. Tables in an ideal classroom are:

A. Round

B. Square

C. Rectangular

D. It's not important

Module Six: Review Questions

7. Being ready is the sign of a/an _____ trainer.

A. Arrogant

B. Competent

C. Unskilled

D. Personal

Module Six: Review Questions

8. When it comes to materials, being prepared is ____.

A. A good idea

B. Not important

C. Unnecessary

D. Old fashioned

Module Six: Review Questions

9. What is “Murphy’s Law”?

A. Don’t worry, be happy

B. What can go wrong, will go wrong

C. Every cloud has a silver lining

D. It’s always darkest before the dawn

Module Six: Review Questions

10. A few tables against the wall may be helpful when_____.

A. Participant's need a break

B. Participant's want to chat

C. Participant's need to pick up
materials

D. The trainer needs to access
materials



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Creative thinking may mean simply the realization that there's no particular virtue in doing things the way they have always been done.

Rudolph Flesch

MODULE SEVEN

Making a Good First Impression

Get the session started by welcoming people as they arrive. They are just as curious about you as you are about them.



Greeting Participants

- An icebreaker takes place
- The trainer is introduced
- The trainer and the room are prepared, ready, and welcoming

Being Prepared

- Set up your materials
- Make sure the room is prepared properly
- Locate the washrooms





Using Icebreakers and Energizers

Reconnect
a group

Inject
energy

Break
tension

Practical Illustration



- Greeting Participants
- Being Prepared
- Using Icebreakers and Energizers

Module Seven: Review Questions

1. Which of the following should be included when greeting participants?

A. Trainer's introduction

B. Trainee's introduction

C. Agenda review

D. All of the above should be included in greeting participants

Module Seven: Review Questions

2. A proper greeting is important because:

A. It establishes an effective learning environment

B. It gives the trainer self-confidence

C. It's an important formality

D. All of the above

Module Seven: Review Questions

3. If the trainer doesn't use heavy technology, they should arrive:

A. An hour before the meeting

B. 45 minutes before the meeting

C. 30 minutes before the meeting

D. 15 minutes before the meeting

Module Seven: Review Questions

4. Which of the following is usually not a necessary part of the welcome?

A. Making name tags

B. Setting expectations

C. Offering the participants some refreshment

D. Greeting each participant individually

Module Seven: Review Questions

5. Which of the following statements is true?

A. Energizers have only one, while icebreakers have more than one purpose

B. Icebreakers have only one, while energizers have more than one purpose

C. Both energizers and icebreakers have only one purpose

D. Both energizers and icebreakers have more than one purpose

Module Seven: Review Questions

6. What's the most common effect of energizers and icebreakers?

A. Breaking tension

B. Reconnecting the group

C. Injecting energy

D. Bringing fun

Module Seven: Review Questions

7. If training is technology heavy, the trainer should arrive_____ minutes before the training session begins.

A. 5-10

B. 45 -60

C. 20-30

D. 15-20

Module Seven: Review Questions

8. Which of the following is not specifically a pre-training tip?

A. Making name tags

B. Setting up the materials

C. Locating washroom facilities

D. Locating emergency exits

Module Seven: Review Questions

9. Openers are important because they set the tone for learning; regain participants' attention, and redirect preoccupied thoughts.

A. True

B. False

Module Seven: Review Questions

10. This type of tension is a result of a negative past training experience.

A. Personal

B. Relationship

C. Task

D. None of the above



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The art of teaching is the art of assisting discovery.

Mark Van Doren

MODULE EIGHT

Delivery Tips and Tricks

In instructor-led, participant-centered learning, we are always looking for ways for participants to experience success through a period of self-discovery.



Using Visual Aids

- Will your participants see this as relevant?
- Is the video directly applicable?
- Do you have to create supporting information (listening guides, activities) to go with the video?

Creating Supportive Materials

- Space
- Sight
- Singular
- Significant





Break!

- Music
- Question and answer or trivia game
- Have a volunteer bring people back in
- Blink the lights off and on

Practical Illustration



- Using Visual Aids
- Creating Supporting Materials
- Break!

Module Eight: Review Questions

1. Flip charts should be used in groups with:

A. Fewer than 10 people

B. Fewer than 15 people

C. Fewer than 20 people

D. More than 20 people

Module Eight: Review Questions

2. What's the most important thing about a video you want to use for training?

A. Its quality

B. Its visual and audio characteristics

C. Its relevance

D. All of the above is crucial

Module Eight: Review Questions

3. Which of the following colors is good when it comes to flip charts?

A. Any washed-out color

B. Yellow

C. Any pastel color

D. Blue

Module Eight: Review Questions

4. Which of the following statements is true?

A. Complicated PowerPoint slides are a good way to make participants remember certain thing

B. PowerPoint is just a visual aid and tool

C. Power point presentation should contain everything you want to say

D. Power point presentation should be used alone as full course training

Module Eight: Review Questions

5. Which of the following statements is true?

A. You should take breaks only if they are scheduled

B. You should take breaks whenever there's a need

C. You should take breaks whenever some of the members ask for it

D. Breaks should be avoided

Module Eight: Review Questions

6. Which of the following is an effective way to keep the training flowing after the breaks?

A. Playing trivia games

B. Blinking light on and off

C. Playing music

D. All of the above are effective

Module Eight: Review Questions

7. The best marker colors to use on a flipchart are:

A. Pastels

B. Black only

C. Saturated

D. Yellow

Module Eight: Review Questions

8. Leave some empty space at the bottom of the flip chart page to:

A. Add things later

B. Stick the pages together

C. Stick them to a wall

D. Pass them around

Module Eight: Review Questions

9. Don't stand with your back to the audience because:

A. They will think you are rude

B. They won't be able to hear you

C. They cannot see what you are writing

D. Both b and c

Module Eight: Review Questions

10. Why would the trainer ask participants to synchronize their watches?

A. So they can leave at the end of the day on time

B. So they can go to break on time

C. So they can return from breaks on time

D. So they go to lunch on time



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*The real voyage of discovery consists not in seeking new lands,
but in seeing with new eyes.*

Marcel Proust

MODULE NINE

Keeping it Interactive

Give yourself credit for setting up an excellent workshop, since the learning that is going on actually wouldn't be taking place without you.



Encourage Discussion

Placing parameters around the discussion helps participants stay on track and meet the objectives.

Using Group Work

Provide the group with clear directions, points to discuss, or case studies to keep them focused.



A close-up photograph of a stack of sticky notes. The top note is pink. Below it are several other notes in a repeating pattern of yellow, light blue, and light green. A black pen with a silver-colored spring mechanism is resting diagonally across the top of the pink sticky note. The background is dark and out of focus.

The Power of Sticky Notes

Sticky notes don't just add color to your presentation; they can also add value as a visual aid.

Practical Illustration



- Encouraging Discussion
- Using Group Work
- The Power of Sticky Notes

Module Nine: Review Questions

1. What should a trainer do during discussion to help trainees meet their objective?

A. Place some parameters around the discussion

B. Place some restrictions on discussion points

C. Impose their own opinions

D. Directly cut the discussions that lead to digressions

Module Nine: Review Questions

2. Which of the following is not a good way to help participants stay on track?

A. Giving them thinking time

B. Organizing in different groups

C. Asking the whole group, but choosing one person to answer

D. Highlight the prominent ideas only

Module Nine: Review Questions

3. What is a trainer's ideal position in the room?

A. Sitting at the most prominent desk

B. Standing by the desk

C. Sitting among the trainees

D. Circulating around the room

Module Nine: Review Questions

4. What is the most important thing to do to keep the group work focused?

A. Keep strict discipline

B. Play calm music

C. Put some participants in charge

D. Give clear directions

Module Nine: Review Questions

5. How many words should a sticky note have?

A. One

B. One or two

C. Up to five

D. As much as you want

Module Nine: Review Questions

6. Which of the following statements is true?

A. Sticky notes are recommended only when you have no other ideas

B. Sticky notes are fun, but not so effective

C. Sticky notes are a good visual aid

D. Sticky notes are too small to be used in group work

Module Nine: Review Questions

7. Participant-centered training is led by a _____.

A. Trainer

B. Manager

C. Participant

D. Guest speaker

Module Nine: Review Questions

8. Provide people with processing and _____ time.

A. Break

B. Thinking

C. Lunch

D. Speaking

Module Nine: Review Questions

9. Ideally, a training workshop should be energetic and_____.

A. Trainer-led

B. Interactive

C. Sport

D. Participant-led

Module Nine: Review Questions

10. Sticky notes don't actually stick to anything.

A. True

B. False



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*It's always helpful to learn from your mistakes because then
your mistakes are worthwhile.*

Garry Marshall

MODULE TEN

Dealing with Difficult Participants

People are motivated to attend training sessions for various reasons. Prepare for behaviors that can derail your training plan, so that you can continue to deliver effective training.



The Ground Rules

Respect

Encouraging participation
and fun

What takes place in the
workshop stays in the
workshop

Challenges and Solutions

Although we like to think that we probably do not exhibit poor behaviors, many of us have.





Handling Interruptions

In order to be prepared for interruptions, you and your group will develop some strategies to manage them effectively.

Practical Illustration



- The Ground Rules
- Challenges and Solutions
- Handling Interruptions

Module Ten: Review Questions

1. Which of the following is not one of the three basic rules for workshops?

A. What happens in workshops stays in workshop

B. Participants who don't contribute should be eliminated

C. Respect is imperative

D. Besides participation, we should encourage fun

Module Ten: Review Questions

2. Who should establish ground rules?

A. Trainer

B. Trainees

C. Trainer and/or trainees

D. The person who pays the training

Module Ten: Review Questions

3. What should you do if you have a joker in the group?

A. Accept the fun

B. Eliminate the joker

C. Restrict the number of times the joker intervenes

D. Give him a serious warning in front of everyone

Module Ten: Review Questions

4. Standing close to a person with undesired behavior is recommended when dealing with a:

A. Talker

B. Indifferent person

C. Cynic

D. Whisperer

Module Ten: Review Questions

5. When training looks easy to participants, that's a sign that:

A. You made a mistake

B. You're doing a good job

C. The training is unnecessary

D. Trainees don't understand you

Module Ten: Review Questions

6. Which of the following might be potential motivation for attending training?

A. You're looking forward to a day away from the office

B. The boss told you to

C. The training is necessary for advancement

D. All of the above

Module Ten: Review Questions

7. Try to keep the list of rules_____.

A. Brief

B. Direct

C. Posted

D. All of the above

Module Ten: Review Questions

8. Reasons someone may behave badly:

A. Tired

B. Too much caffeine

C. Worried

D. All of the above

Module Ten: Review Questions

9. How might you regain control of a noisy group?

A. Walk out

B. Whisper

C. Turn out the lights

D. All of the above

Module Ten: Review Questions

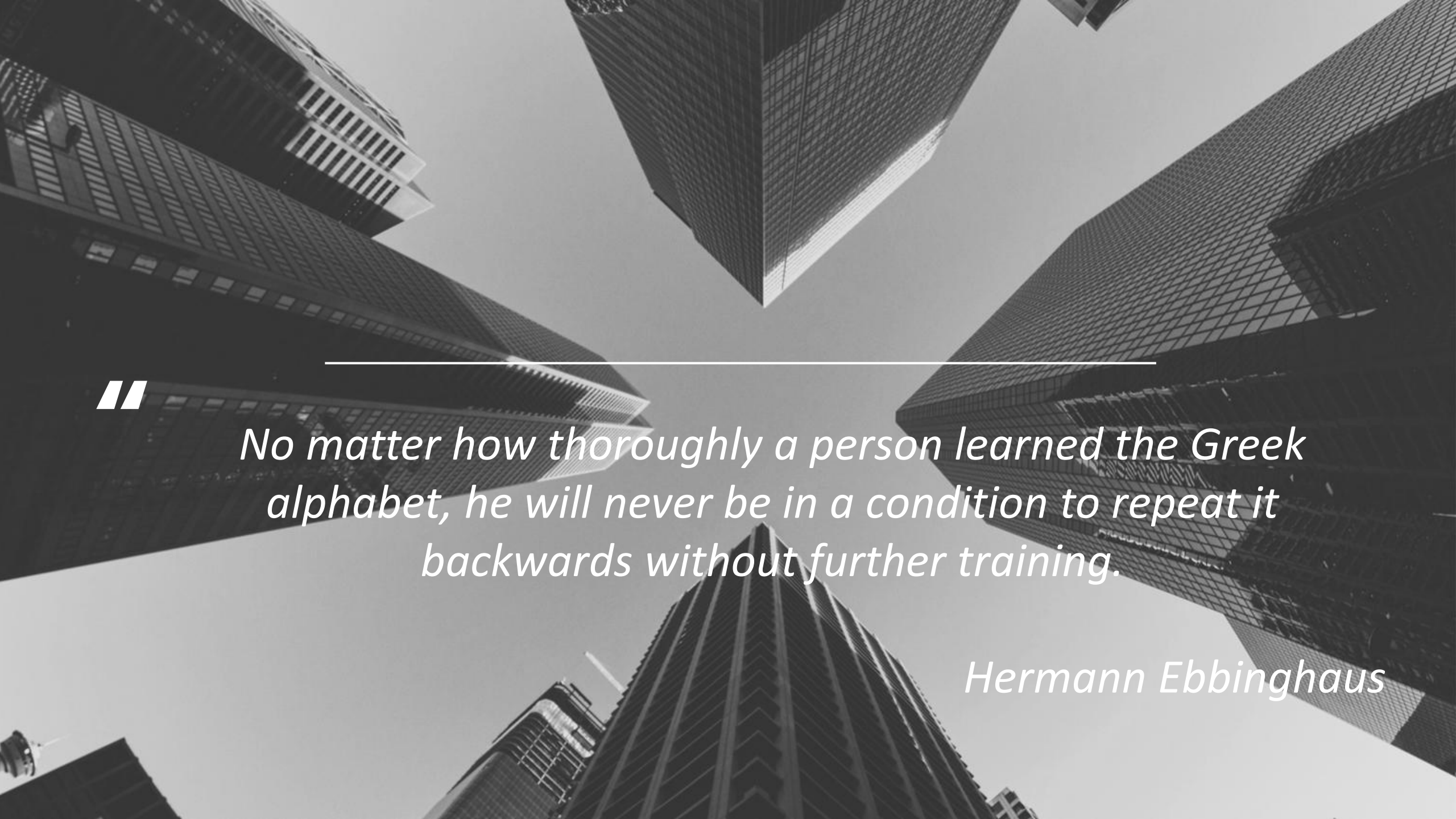
10. Who do you develop strategies with to manage interruptions?

A. You do it alone

B. The group

C. The person who assigned you

D. The manager



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No matter how thoroughly a person learned the Greek alphabet, he will never be in a condition to repeat it backwards without further training.

Hermann Ebbinghaus

MODULE ELEVEN

Tackling Tough Topics

Some elements of training are difficult, but you'll get through them because you are a professional.



Tough Stuff to Watch Out For

What can you do to identify these difficult situations before training and be prepared for them?

Adjusting Your Material for a Sensitive Issue

Sometimes the unexpected can arise in what would be considered an otherwise harmless training session.





Adapt and Learn

One way to deal with sensitive issues is to provide an attitude survey before a tough topic is discussed.

Practical Illustration



- Tough Stuff to Watch Out For
- Adjusting Your Material for a Sensitive Issue
- Dealing with Sensitive Issues in the Workshop

Module Eleven: Review Questions

1. What's the key thing for handling difficulties in training?

A. Asking for help

B. Pointing out your leading position

C. Staying professional

D. All of the above

Module Eleven: Review Questions

2. What should you do if you find yourself part way through a presentation and learn that you have struck a nerve?

A. Stop

B. Adjust your material

C. Change your material completely

D. Start all over

Module Eleven: Review Questions

3. The greatest tools to help you adjust your materials reveal themselves:

A. Before the training

B. During the training

C. When it comes to difficult situation

D. Anytime – there is no rule about this one

Module Eleven: Review Questions

4. What helps you the most to prepare for the unexpected events in training?

A. Your knowledge

B. Your social skills

C. Your flexibility

D. Your group

Module Eleven: Review Questions

5. What is the best way to deal with sensitive issues in the workshop?

A. Pointing out how sensitive it is

B. Open discussion

C. Survey

D. All of the above

Module Eleven: Review Questions

6. Which of the following statements is true?

A. Participants should reveal their opinions about a sensitive issue to each other, since it helps them with bonding

B. Participants should avoid sensitive topics

C. Participants often don't want to reveal their opinions about sensitive issues to each other

D. Participants always argue when it comes to sensitive issues

Module Eleven: Review Questions

7. Watch closely to ensure that people are not intruding on one another by forcing someone to _____.

A. Show them their answers

B. Talk to them

C. Reveal their thoughts

D. Leave

Module Eleven: Review Questions

8. Make sure that statements in an attitude survey are not open to interpretation or bias, by using _____.

A. A dictionary

B. The internet

C. Clear and simple language

D. Creativity

Module Eleven: Review Questions

9. Have a colleague review the questions or statements with you so that you can prepare an/a _____.

A. Great PowerPoint

B. Open discussion

C. Effective survey

D. All of the above

Module Eleven: Review Questions

10. Sometimes you will be addressing sensitive issues in training that could trigger _____.

A. Early dismissal

B. A physical reaction

C. An emotional reaction

D. An argument

MODULE TWELVE

Wrapping Up

Although this workshop is coming to a close, we hope that your journey to improve your skills as a trainer is just beginning.



Words From the Wise

Excellence is an art won by training and habituation. We do not act rightly because we have virtue or excellence, but we rather have those because we have acted rightly. We are what we repeatedly do. Excellence, then, is not an act but a habit.

- Aristotle

The beautiful thing about learning is that no one can take it away from you.

- B.B. King

Recently I was asked if I was going to fire an employee who made a mistake that cost \$600,000. No, I replied, I just spent \$600,000 training him.

- Thomas J. Watson