



Oh No You Didn't!

You know this scenario all too well...

You've worked tirelessly to craft just the right design for this workshop.

You've spent hours prepping to ensure the facilitation is spot on for this group.

You've arrived two hours early to set up and stage the room for a great first impression.

The first hour of the session is going great.

THEN it happens...

Disruptive participants start rearing their ugly heads.

Whether its texting and not paying attention, popping in and out, endless chattering, or challenging every word you say, all you want to do at this point is yell, "STOP THAT! Don't you know how hard I worked to make this a PERFECT learning experience for you?"

You realize that would be socially unacceptable but you're at your wits end for ideas.

Don't lose your cool. We're here to help!

The first thing, after you take a deep breath, is to realize there is a reason for this behavior.

Is it a training issue or a personal issue?

In other words, is there something about the design or the facilitation (NEVER, right?) of the session that's encouraging the disruptive behavior or is something else going on with these participants?

Once you've ruled out the design and facilitation of the session, consider some of these things that *could* be going on with the disruptive learners:

- They were told to go to training without anyone (boss) telling them why.
- They're on medication.
- They're not feeling well.
- They didn't get much sleep the night before.
- They're sitting next to someone they've been *dying* to catch up with.
- They had a fight that morning with their roommate/significant other.

I'm sure you could add to this list, but you get the point.

Once you identify the root cause of the behavior – training vs. non-training – you can apply an appropriate strategy to terminate this behavior.

For example, should you address this behavior during the session or during a break?

What approach would work the best? For example, if you decide to use a training approach, mixing up the learners into small groups or pairs to work on an exercise might address the problem.

If that doesn't work, what's next?

The bottom line is that you need all of your **energy** for facilitation and don't need to be wasting emotion on these outliers, especially when you can pull them in!

For more information on strategies and approaches to handling problem learners, click below on one of the little gems we have crafted especially for you!

Seriously? How to Deal with Problem Learners

60-minute Training Essentials Virtual Mini
April 17th 9 am PT/ Noon ET

Facilitate Training for Results!

One-day workshop
May 14, 9:00 am – 5:00 pm
DC Metro area
Fall dates also available!

So join us and use your powers for good!

Cheers,
Team M&M
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Managing Partners



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