



The Training
Clinic
We're all on this journey together!

Training Clinic Moments October 2017

You've worked endless hours (including nights and weekends) prepping for this training class.

You've set up the room, welcomed participants and successfully started your session.

Then it happens.

The dreaded "problem children" start to emerge.

They're sitting to the side or in the back of the room texting, chatting, talking on the phone or just being obnoxious. They are clearly disrupting the learning process not to mention irritating you!



How to Handle Disruptive Behavior

What to do when disruptive behavior rears its ugly head?

A very simple solution is to ignore the behavior. Sometimes this works – really! When it does *not* and the unwanted behavior continues, it's time to take action with three simple steps:

1. Stop

2. Analyze

3. Strategize & Implement

STOP taking it personally. There's a reason why this disruptive behavior is occurring. And it has nothing to do with you as a person. It's your job as the facilitator to be neutral, figure out the root cause and then meet it head-on.

Analyze the situation. Is this disruption due to a training issue or a non-training issue? For example, if the content is not making sense to the learners, it's a training issue. However, if learners are colleagues and they're taking this training time to catch up with one another, then it's a non-training issue.

Strategize & Implement. Once you've made this key determination, you can apply the most effective strategy to handle the situation.

For example, if you've got some chatters, you could remind the group, *again*, of the ground rules (one person contributing at a time), break the class into small groups to increase the activity level, physically move a bit toward the talkers to draw their attention, and separate them with different assignments.

If you've got a "know-it-all," put him to work! A know-it-all just wants to be recognized for his knowledge. So, give him a job! Pair him with a less experienced learner and you'll see him quickly settle in.

Remember, you're the adult, I mean FACILITATOR in the room! It's up to you to set the climate and maintain it throughout.

Want more facilitator tips like this? Click [HERE](#) and check out our *Facilitate Training With Impact!* two-day public workshop. Click [HERE](#) if you'd like us to come to you!

Calling all Training Clinic Certified Training Managers (CTM)! We are starting a Facebook Group just for you! To be added to this esteemed group of colleagues, email maria@thetrainingclinic.com.

Need New Marketing Ideas? Click [HERE](#) to join us on 11/7/17 for our free webinar: "Target, Bond, Go Get 'em! Marketing Training in Your Organization"



We hope you enjoy, use and share this week's Training Clinic Moment.
Please keep in touch along your way to competence - we're all in this journey together!

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