

# Train the Trainer – Module 4: Handling Difficult Situations in the Training Room

2 Days **BGTT4**

## OVERVIEW

If your participants need to understand further the issues of diversity in the training room and how to deal with difficult situations and people effectively when training, then this workshop is what they need.

## DESIGNED FOR

Occasional trainers who have had some experience and want to investigate the subject in greater depth. Participants are encouraged to bring with them any training material they already have.

## LEARNING OUTCOMES

By the end of this course participants will be able to:

- Identify key potential problems in the training room and handle them effectively.
- Understand the issues of diversity and make sure that effective learning takes place.
- Feel more confident in the training room as a trainer.

## TOPICS COVERED

- Diversity and culture: adapting to the different needs of participants with different training styles
- How to adapt to other cultures, to enable training participants to learn
- Handling a crisis in the training room: logistics issues such as no software, no trainees, no guest speakers, venue problems, participant problems
- Handling difficult people in the training environment: those who talk too much, don't speak at all; those who argue with each other or you, etc.
- Room lay-outs and how these can help the training dynamic

## EXTRA NOTES

*An equivalent course is available in Arabic and French. Please call us for details.*