Title: Training Troubleshooting

Brief summary of activity
Participants will work on specific Training Challenges and explore prevention or solution as a group.

Aim of the activity
Participants will discuss and identify prevention of and solutions to possible training challenges that might encounter while delivering training and caused by individual participants' attitude or negative group dynamics.

Expected Outcomes
- Demonstrate an understanding of Group dynamics.
- outline the values which inform practice in training / training practices
- demonstrate good training practice
- describe different preferred learning styles, training styles and conflict resolution techniques
- deal with discriminatory attitudes and behaviours establish appropriate work boundaries
- identify personal training and development needs

Information for Trainers:

- **experience and skills required**
  Trainers can use their own experience of challenges found while delivering training to present examples or propose solutions to the participants.

- **Infrastructure, setting, resources**
  Stable internet connection; online conference platform; all (participants' and trainer's) computers need to have a working camera.
  Online Conference Platform with the possibility to divide the participants into small working/discussion groups.
  Prepare an interactive space online for participants to share the result of their discussions such as padlet, jamboard, etc.

- **Length**:
  30-40 minutes

Materials
Desktops/Laptops with camera and audio
Online Conference Platform
An online interactive board for participants so they can upload the result of their discussion (could be padlet, jamboard, etc.) This could be prepared with headings referring to the case studies being presented to the participants, so they can log their answers under each heading during group work). Some ideas about training challenges can be found in the [Handout](#) for this exercise.

Description
- **How the activity should take place.**

  After welcoming the participants, ask them whether they have ever experienced conflict or disruption during training (either while receiving or delivering training) and how did they deal with it. (5 m)

Present the participants with a list of possible reasons for disruption during training and ask them to select the two they feel would be more relevant to them (maybe because they have never encounter them or wouldn't know how to deal with the situation). ((5 m)
Divide the participants into smaller groups according to their selection and get them to discuss how would they prevent or solve the conflict/disruption they have chosen and to annotate their responses on the interactive online board under the Challenge heading created in advance by the trainer (15 m)
Bring back small groups into the meeting and invite one person for each group to present the solutions they are proposing for each challenge that they have written on the online interactive board. Ask the participants from the other groups if they have further suggestions on how to prevent/dela with a particular challenge, so their ideas can be added to the interactive board. (15 m)

- **Recommended max. number of participants and trainees to trainers ratio**
  10 to 1

Risk and possible adaptation
If the learners have experience in the use of online interactive boards, you can allow them to decide challenges outside the pre-prepared list on it.

Variations:

Tips for Trainers:
Save an electronic copy of the online interactive board when the activity is completed and share it with the participants as a handout. This can be complemented with the [Training Troubleshooting handout.](#)

Participants:

Analysis and evaluation:
Ask participants about their experience during the activity. Would they feel more confident when it comes to responding to some of the challenges?

Scheduling:

Tagging (Keywords):
Training challenge, Conflict, group dynamics.