Optional Lesson Plan: Managing Training Challenges **1 hr 10 min total**



**Lesson Description**



In this lesson, participants identify and practice responding to potential training challenges. This prepares participants for responding effectively to difficult training situations in the future.

**Learning Outcomes**





At the end of this session participants will be able to:

1. Identify challenging training situations.
2. Apply multiple strategies to address training challenges.

**Materials**



* Flip chart paper
* Markers
* Tape

**Preparation**



* Read and prepare lesson plan
* Write learning outcomes or lesson description on the flip chart

**Introduction 10 minutes**



1. Present the learning outcomes or lesson description.
2. Ask the participants to brainstorm a list of training challenges they have witnessed or experienced.

**Prioritization 10 minutes**



1. Tell the participants that they are going to work on 2 training challenges from the list they brainstormed. To decide which two challenges the group will work on, participants will vote using stickers or pens.
2. Ask the participants to select the two challenges they deal with most frequently and are the least prepared to deal with.
3. Give each participant a pen or a sticker and ask them to vote for the two challenges they want to work on by putting a sticker or a mark next to them on the flip chart.
4. Circle the two challenges that receive the most votes.
5. Note: If the challenges are more focused on responding to situations, use the below skit activity to act out the challenge and possible solutions. If the challenges are more focused on logistics, planning, etc. divide participants into groups and have each group brainstorm how they would address a particular challenge, then present responses to the full group. For more support on how to deal with training challenges, refer to the *Trainer Essential: Trainer Troubleshooting Guide*.

**Developing Skits 15 minutes**



1. Tell the participants that they will be divided into two groups.
   * Each group will be responsible for developing a skit about one of the selected training challenges.
   * Each skit should illustrate the training challenge and a response to it by the trainer.
   * One person in the skit will play the role of a trainer. The others will play the role of participants.
   * Tell participants that skits must be no more than 2 minutes in length.
2. Give participants 10 minutes to prepare their skits.

**Practicing Solutions 30 minutes**



1. Explain to participants that they are going to watch each other’s skits multiple times:
   * The first time they see the other group’s skit they should observe carefully and think about what they could do as the trainer to resolve the issue presented.
   * The second time they watch the skit, invite participants to replace the trainer mid-skit, and test a strategy they believe will resolve the situation. To encourage the participants, you may need to replace the trainer in the skit as an example.
   * Tell participants if they want to replace the trainer they should say "freeze." All the actors in the skit must freeze in their poses until the original trainer has stepped out of the scene and the new trainer has stepped in. The actors can then resume the skit.
   * The actors should react in a legitimate way to the strategy being tested. For example, if they believe the strategy will resolve the problem they should react positively; if they do not believe it will work, they should resist.
   * Other participants are invited to step in at any point and replace the current trainer.
   * Acknowledge that people may be hesitant to replace the trainer because their strategy may not work. Emphasize this is a safe place to make mistakes and test techniques.
2. Stop the exercise when participants have exhausted the possible strategies or are no longer volunteering to replace the trainer.
3. In the large group, ask the participants to discuss the following:

* "Which strategies worked well?" "Why?"
* "Which strategies did not work well?" "Why?"

1. Repeat the same process for the second group.

**Review 5 minutes**



1. Individually, ask the participants to write about their greatest fear as a trainer, and how they would like to respond to it.

**Reflections on Lesson**