

Challenges for a trainer

Avoid

- Make the training course as interesting as possible
- Include lots of changes of activity
- Keep exercise/ discussions flowing
- Staff may be forced to attend and normally work outside
- Look out for early signs – tiredness/boredom/chatting – and act
- Don't make an issue out of things – it makes the whole class feel uncomfortable, but deal with it professionally, don't ignore it

Address positively

- Nip talking in the bud
- Split them into groups (Don't say " I need to split you up")
- Give them a task – elect a group leader
- Walk the room and possibly deliver your session near to them

Strong but subtle

- Ask them all the questions, repeat what you've asked if necessary- but not "do you need me to say that again?"
- If they query it, you are selecting someone who is happy to keep chatting

Last resort

- Take them to one side and check all is ok
- Inform them politely that they will need to return to the office/depot, you will call their line manager – or they can rejoin and participate and engage positively

At all times, stay professional