

Planning A Training Event: Handling Challenges



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Laptop Locks Up

- Take a 5 to 10 minute break (fix or seek alternate PC from event contact)
- Pass out printed copies of the presentation to participants and continue
- If near the end, finish the training without use of slides
- Perform a planned (or unplanned) exercise or activity:
 - Customer or Sales Associate role play
 - Ask how HP can solve everyday problems for Customers
 - Quiz participants on content discussed thus far
- Address HP features and benefits with a live demo unit (if applicable)

Audience Isn't Paying Attention

- Walk over to their area and present as you normally would; as you move closer, participants will often put their focus back on the training
- Call on the audience to answer a question or participate in an activity, role-play or demo
- Involve those who don't seem to be paying attention; have them hand out or help you set up items, help you take notes on flip charts or the whiteboard
- Take a 5 to 10 minute break; people get distracted and become restless when they need a break

Fewer or More Participants than Planned

Fewer Participants

- Add interactive activities such as role playing and games
- Encourage group discussions and more Question & Answer
- Brainstorming
 - What's working in the store
 - What they would like to see in the store
 - What would get them to sell more HP products
 - Best practices

More Participants

- Eliminate exercises that require smaller groups
- Remove breakout sessions and time-consuming icebreakers
- Be sensitive to the extra time it would take to perform activities with a larger group
- Reduce in-depth group discussions that may be harder to facilitate with a large group

Participant Knowledge Level

Lower than Expected

- Be prepared to step back to the basics
- Ask them to describe questions they get from Customers
- Have participants share what they know about HP

Higher than Expected

- Have participants who own HP products share how they use them
- Have participants role play challenging Customer interactions
- Review issues and ways to troubleshoot them
- Involve participants and have them help you teach the class

Not Enough Time

- Hold questions until the very end
- Place optional activities toward the end so you can cut them without sacrificing important content
- Give participants copies of the training deck so they have any information that wasn't covered
- Refer participants to HP's training website

When You Don't Know the Answer

- When setting up, reserve an area of a whiteboard or flip chart to capture questions or issues that can't be resolved immediately
- After the class, forward your list of questions to your teammates or Manager for assistance
- Compile and forward responses to the event contact so they can share with participants
- If a flip chart or whiteboard isn't available, keep a pen and notepad nearby for quick and easy capture



Starting the Training Late

You're delivering your training as part of a Manager's or Associate's meeting, and their portion of the meeting finishes past the start time of your portion

- The most important thing to note in this scenario is that their time is very valuable and you're always a guest when doing a training. If you start late due to this situation, which is no fault of your own, the end time of your training should not change
- It's fine to remove an exercise or activity as a result of time limitations; just make sure to cover the important information in the presentation
- To show that you're sensitive and respectful to your audience's time, make yourself available for a longer period than you usually would after the training to answer questions
- Make sure your contact information is left with the Point of Contact for questions from participants at a later date

Poor Room Set-Up

- With some training sessions, you'll find that the room has not been set up properly ahead of time. This is a good reason to arrive at your trainings up to two hours early
- Clean up trash and discarded materials left behind from previous meetings or trainings
- Make sure the chairs and tables are lined up and orderly, facing the part of the room where the projector will be displaying
- Make sure there's room between all of the chairs and tables so you can walk around without tripping over cords
- It's a great idea to purchase an extension cord and keep it with you for all trainings
 - If the outlet is on a different side of the room, or too far from your projector and laptop, you'll have an immediate solution instead of having to track one down
- If there isn't a specific place to rest your projector and laptop, maneuver one of the tables in an appropriate position, or check with your Point of Contact for a small, portable table

Participants Arrive Early

- This can be a challenging situation, because you may be trying to set up, and the participants may be in the way or may begin asking questions before training begins
- If you're in the very beginning of your set-up, it isn't rude to politely ask participants to wait a few minutes before entering the room, as long as you're professional and courteous. Encourage participants to go to the break room or office café for a snack or for a beverage to have during the training
- If you're finished with the main set-up and the participants are walking in, you can ask them to fill out the pre-training questionnaire or do other pre-work based on the first planned group exercise
- If some participants are present when you arrive, you can hand out literature and encourage them to review it

Arrivals After Class Begins

- Don't backtrack for the benefit of the late arrivals, but make yourself available at the break or after the training to cover what they missed
- Don't acknowledge their arrival or emphasize their lateness, as this will distract the flow of the presentation and interrupt the training
- Before class, have participants who are early or on-time sit further away from the entrance so that late arrivals can come in and sit down with minimal interruption

