

Getting the Jump on Difficult Behavior: A Worksheet

Although preparation can't help you with every type of difficult behavior that may arise in the training room, it can take you a long way nonetheless. Use the following worksheet to prepare for potential problems.

Step 1. Define the Agenda

Have you defined your agenda for the training? Use the questions in the sidebar *What's the Purpose?* to understand the purpose of the training and write your agenda here:

Step 2. Identify Personal Triggers

Do you know what your own triggers are? Write them here:

What strategies are you going to use to cope when someone sets off your triggers?

Step 3. Describe Group Composition

Do you understand the composition of the group that is going to attend?

Do all participants have approximately the same skill levels in the training topic?	Yes	No
Do all participants have approximately the same seniority and experience level?	Yes	No
Is the group diverse (age, ethnicity, gender, education)?	Yes	No
Are many different job functions represented in the room?	Yes	No
Are different departments represented in the room?	Yes	No
If several departments and job functions are represented, do any conflicts exist among them?	Yes	No

Have you spoken with anyone who is familiar with the participants who can describe specific problems to watch out for? If so, write down the specifics and any other additional information here:

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Job Aid

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Step 4. Identify Organizational Issues

Have you identified any organizational issues that could affect the training? These include downsizing, mergers, restructuring, new initiatives, and organizational culture. Write them here as well as any potential conflicts they may have with the training:

Step 5. Anticipate Problems

Given the composition of the group and organizational realities, can you already anticipate that certain types of difficult behaviors will arise? If so, list them here:

Step 6. Brainstorm Potential Solutions

Brainstorm some specific ways that you can deflect the potential difficult behaviors you identified in step 5.

Step 7. Identify Last Resorts

Finally, determine what your last resorts are in case none of your solutions works:
