**TRAINING OF TRAINERS**

**Session Title: 2.2 Managing Groups**

**Length of Session – 60 Mins**

1. **Objectives**

**By the end of the session participants will be able to:**

List at least three challenging behaviours that a trainer might face and suggest ways to deal with them.

1. **Methodologies used**

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| **Mins** | **Activity/What to do** |
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| 101040  | Ask participants to suggest challenging behaviours from participants when they are running a course. Make a note of each on a flip chart.* Make sure they have touched upon the following types of behaviours:
* Late or non-attendance at sessions
* Argumentative participant who disagrees with trainer or others
* Quiet/shy participant
* Distracted participant – maybe on phone, email etc. all the time
* ‘Know it all’ – person who thinks they know everything
* Dominating discussions - don’t allow others to participate, won’t stop talking etc.

Get the group into pairs and give them one of the difficult behaviours to look at. Tell them they will have ten minutes to create a very short scenario (2-3 minutes) that models this behaviour and how a trainer might deal with it.Allow participants to work on their scenario providing assistance as required.Get each pair to act out their scenario and then ask for observations, other suggestions from participants on how it could be dealt with (see handout for lots of suggestions).1. **Resources needed**

Flip chart and pens1. **Handouts**

In the workbook for the course1. **Resources needed**

Pre-prepared flip charts with a *[insert country or location here ]* photo stuck on each oneFlip chart pen for each flip chart. 1. **Handouts**

None  |