

Session 3

Performance Objectives

- Design and Develop Purposeful Training
- Conduct Student-Centered Training
- Develop Evaluations
- Conduct Feedback Sessions

“Acquire new knowledge whilst thinking over the old, and you may become a teacher of others.”

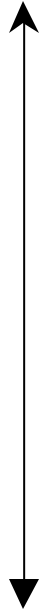
-- Confucius

Performance Objectives – Session 3

- Describe the behaviors of effective facilitators/presenters
- Describe how to provide and receive feedback effectively
- Describe how to deal with difficult behaviors
- Explain how to deal with questions and use them effectively
- Explain how to develop a high performing student group

The Primary Motivations

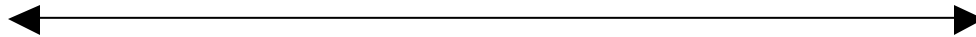
Task
Orientation



People
Orientation

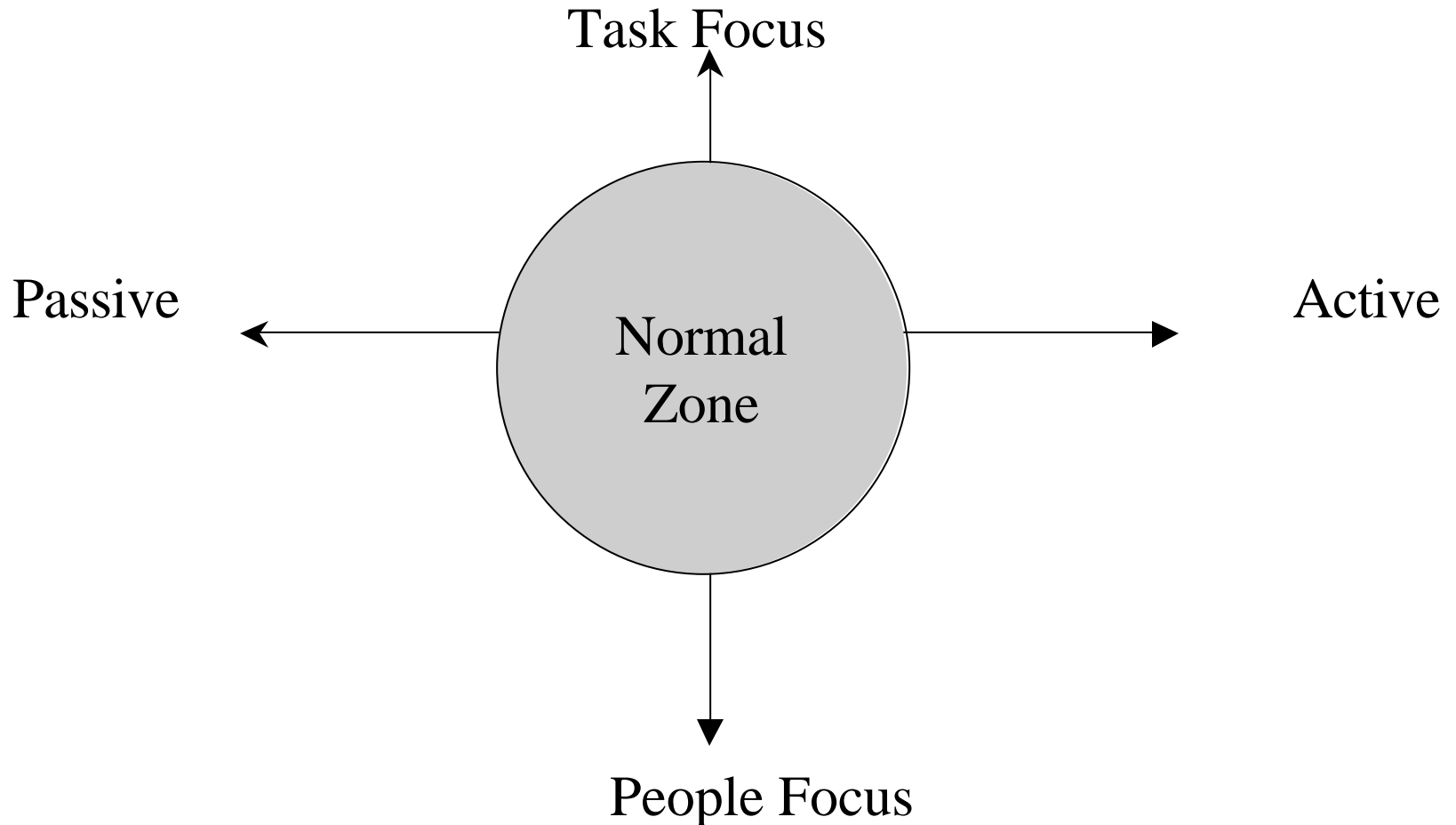
Level of Assertiveness

Passive

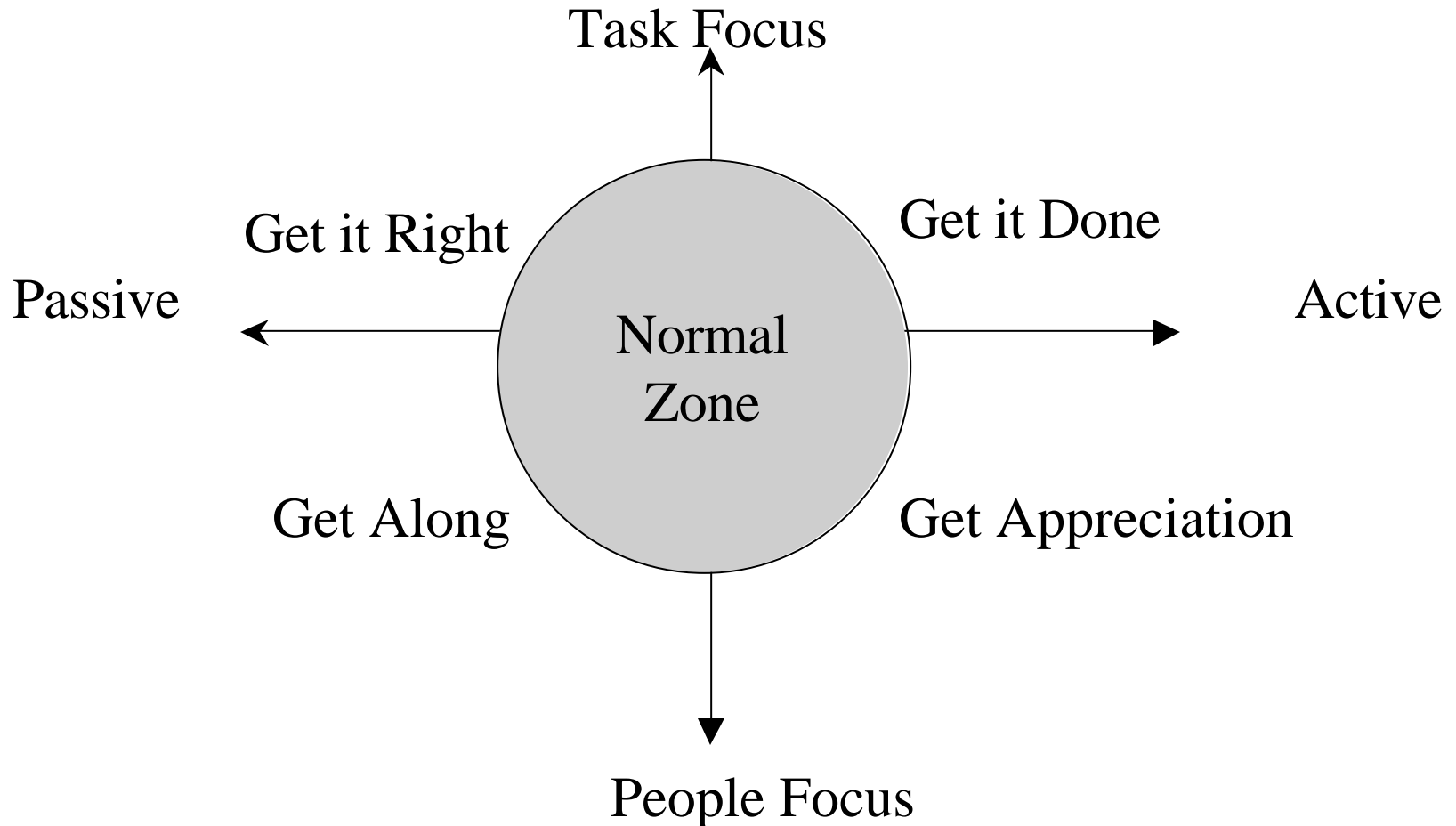


Active

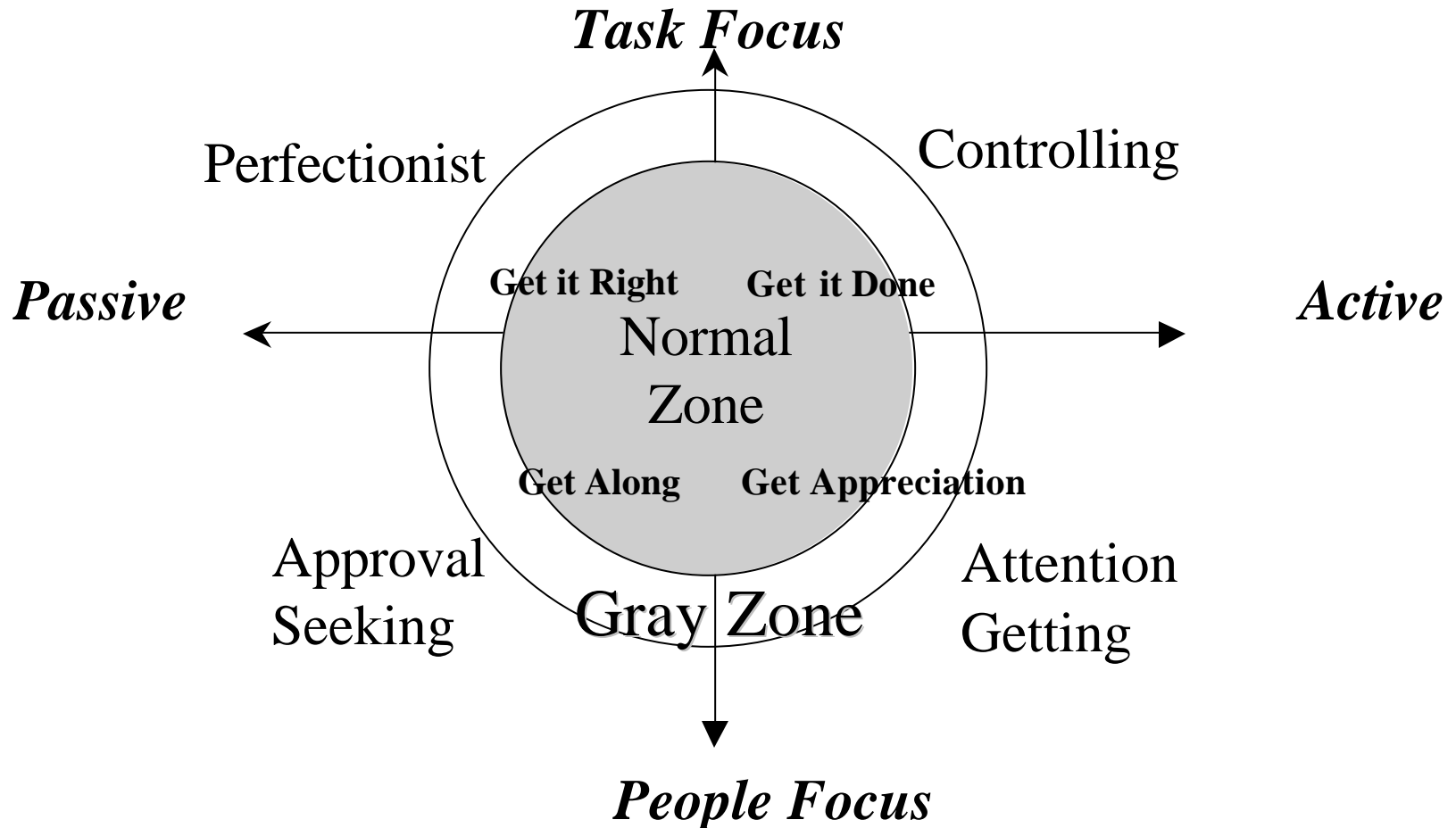
Normal Zone of Behavior



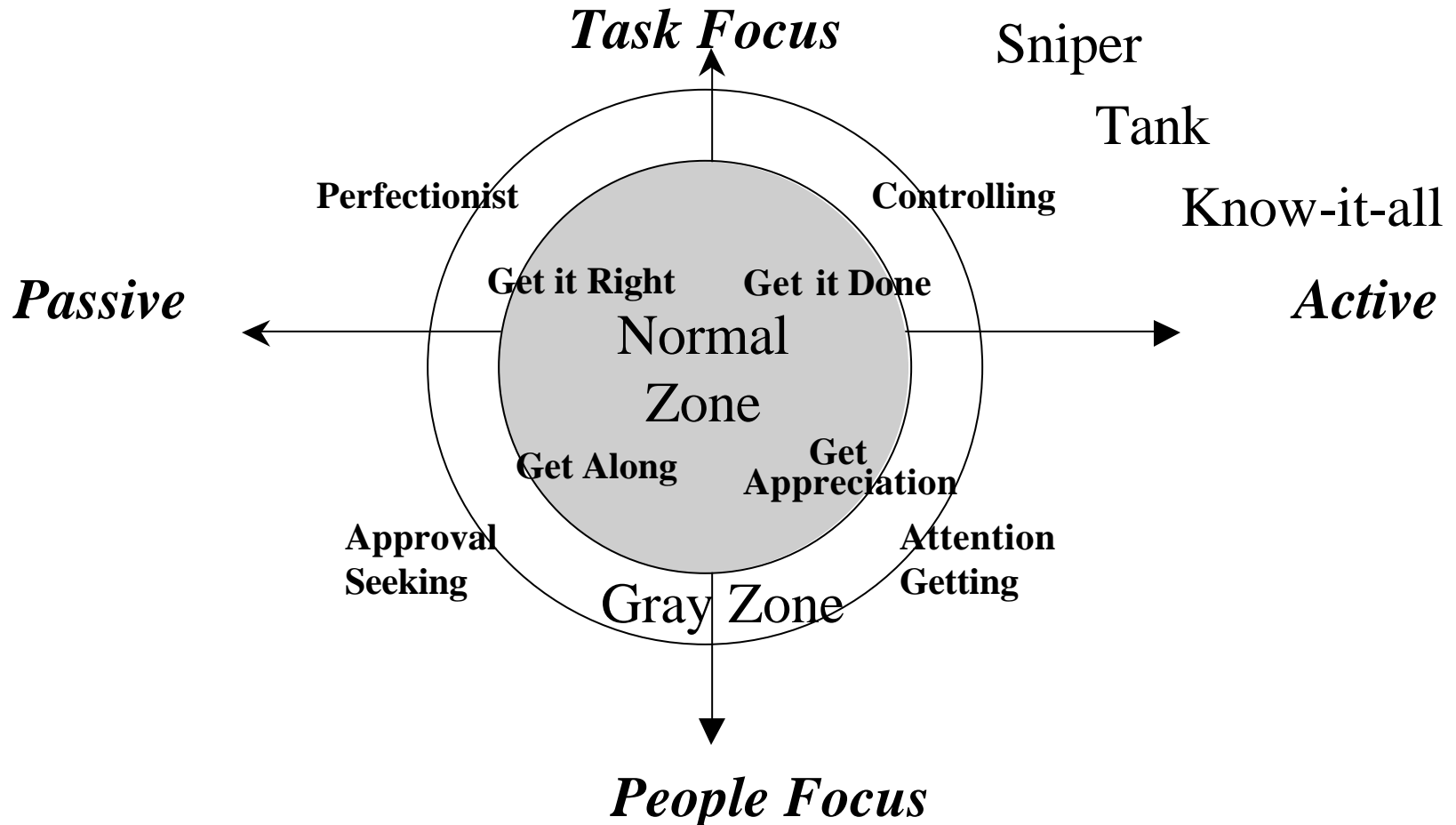
Normal Zone of Behavior



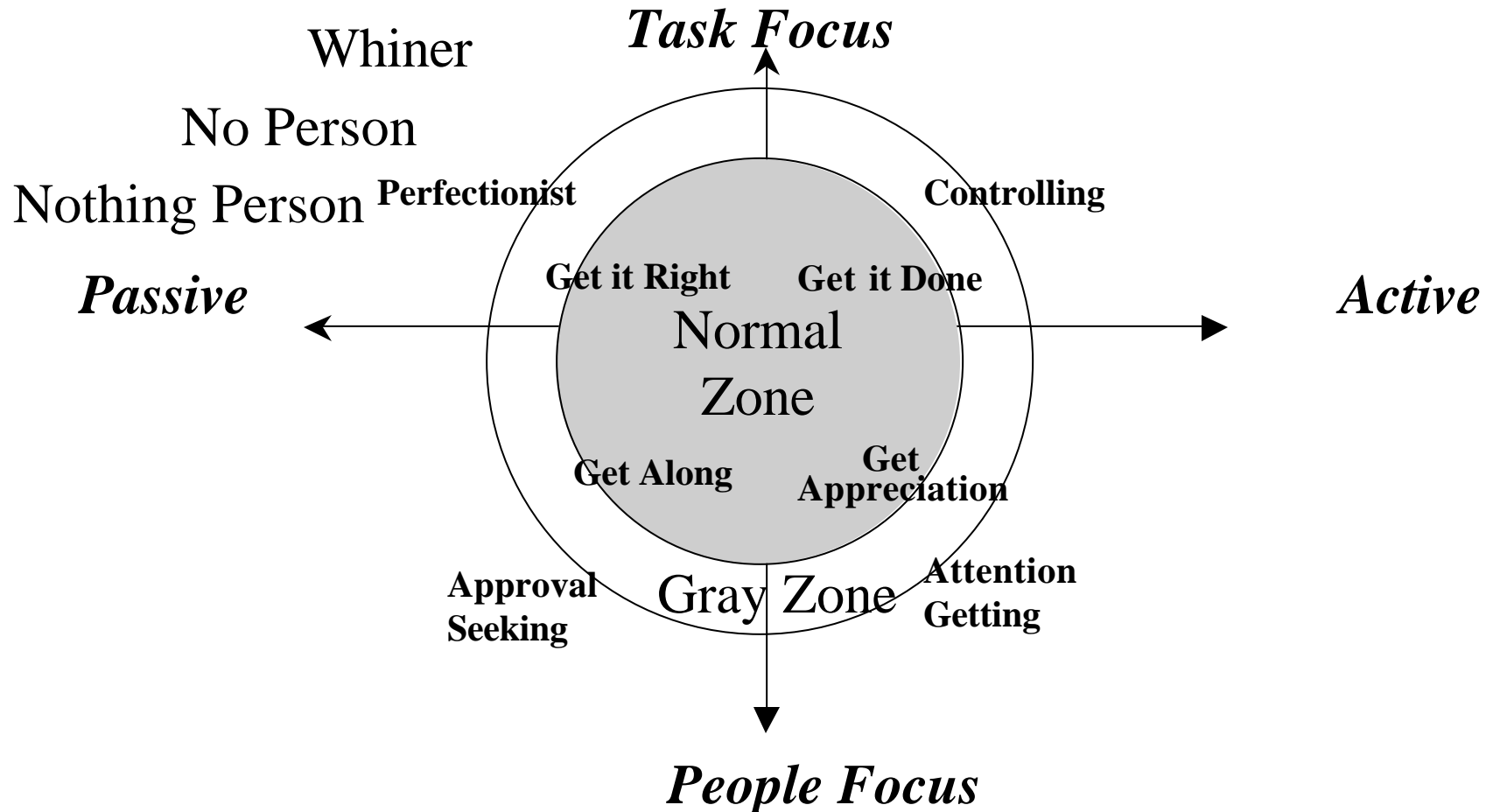
Gray Zone of Behavior



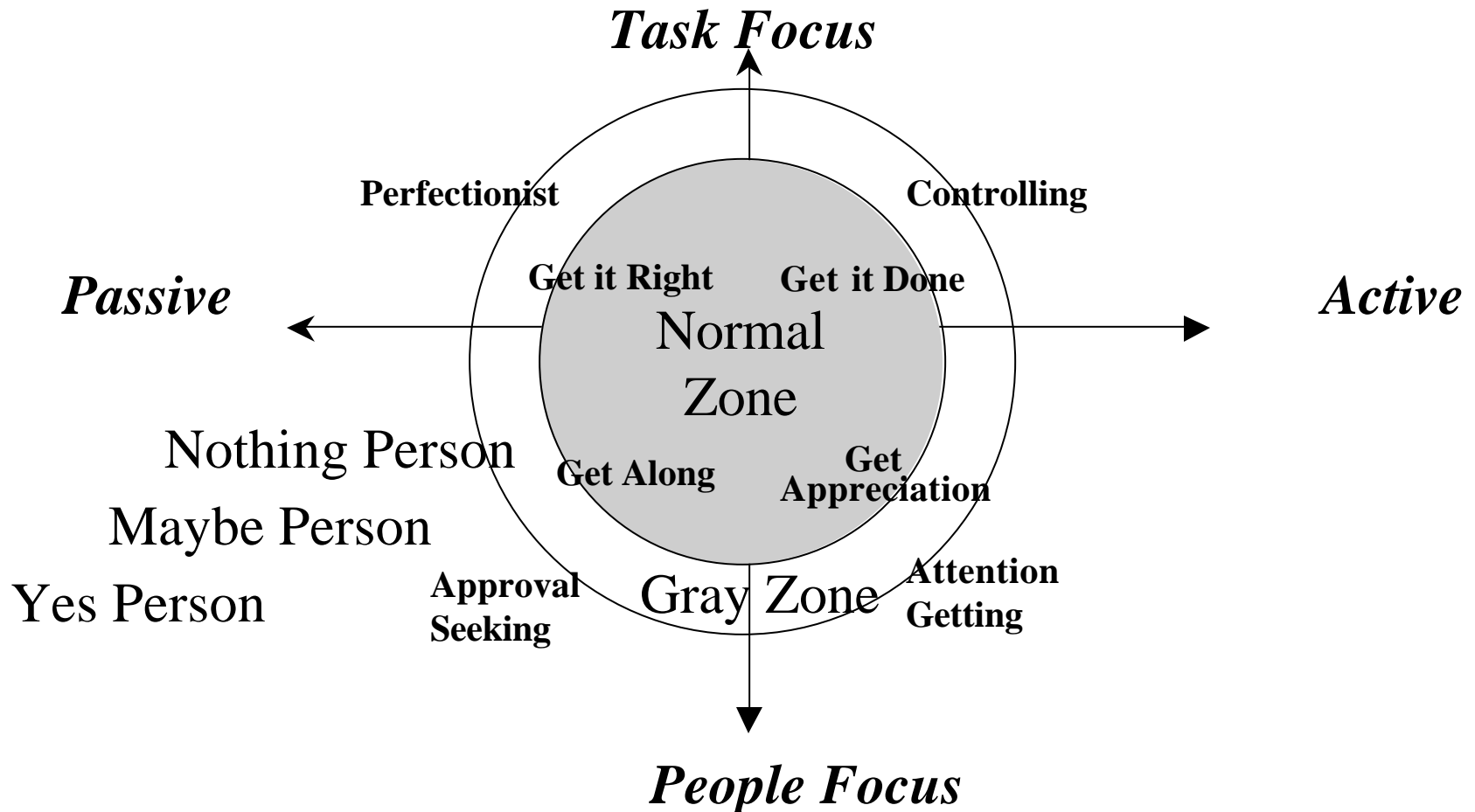
Difficult Zone of Behavior



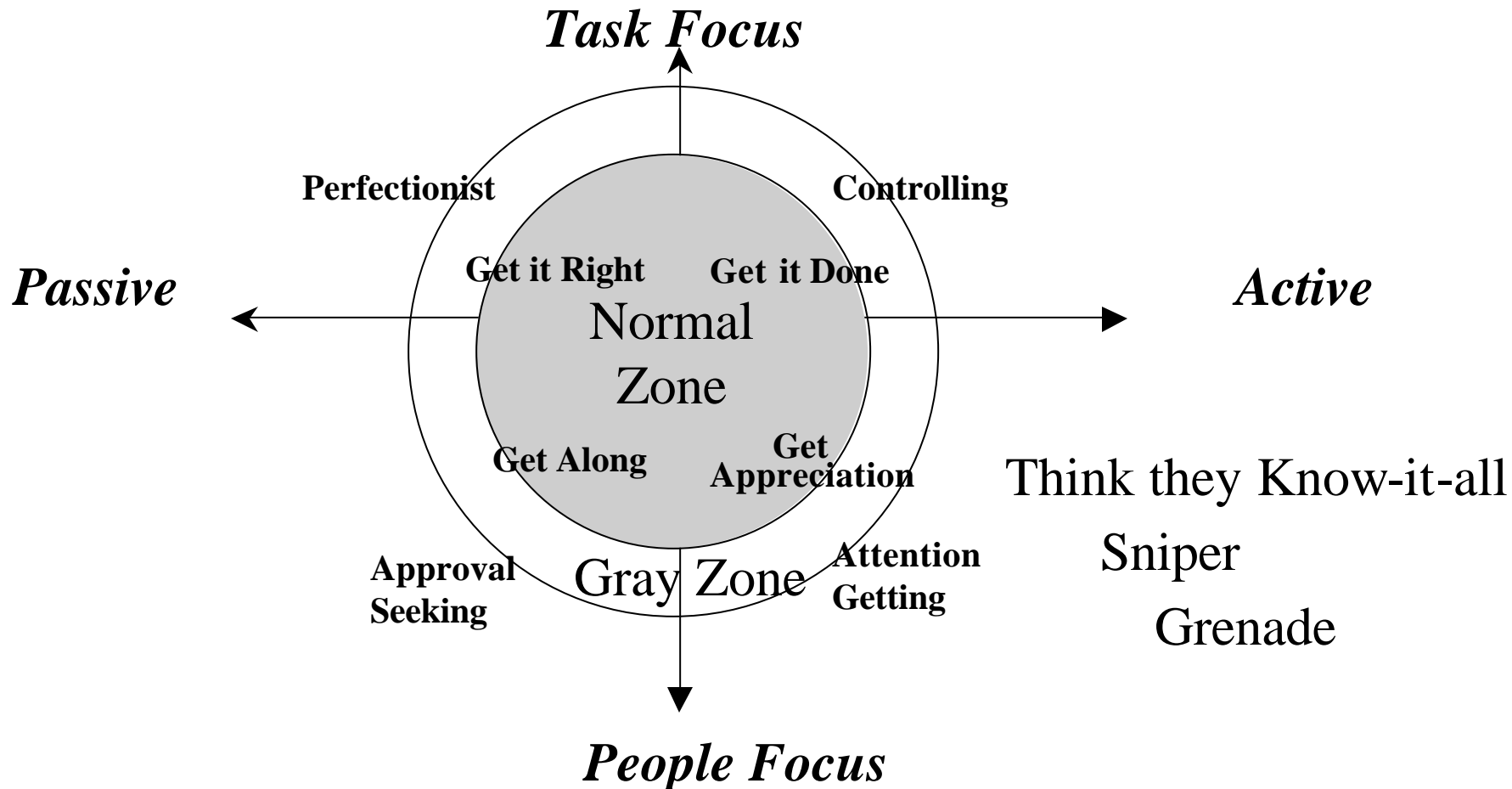
Difficult Zone of Behavior



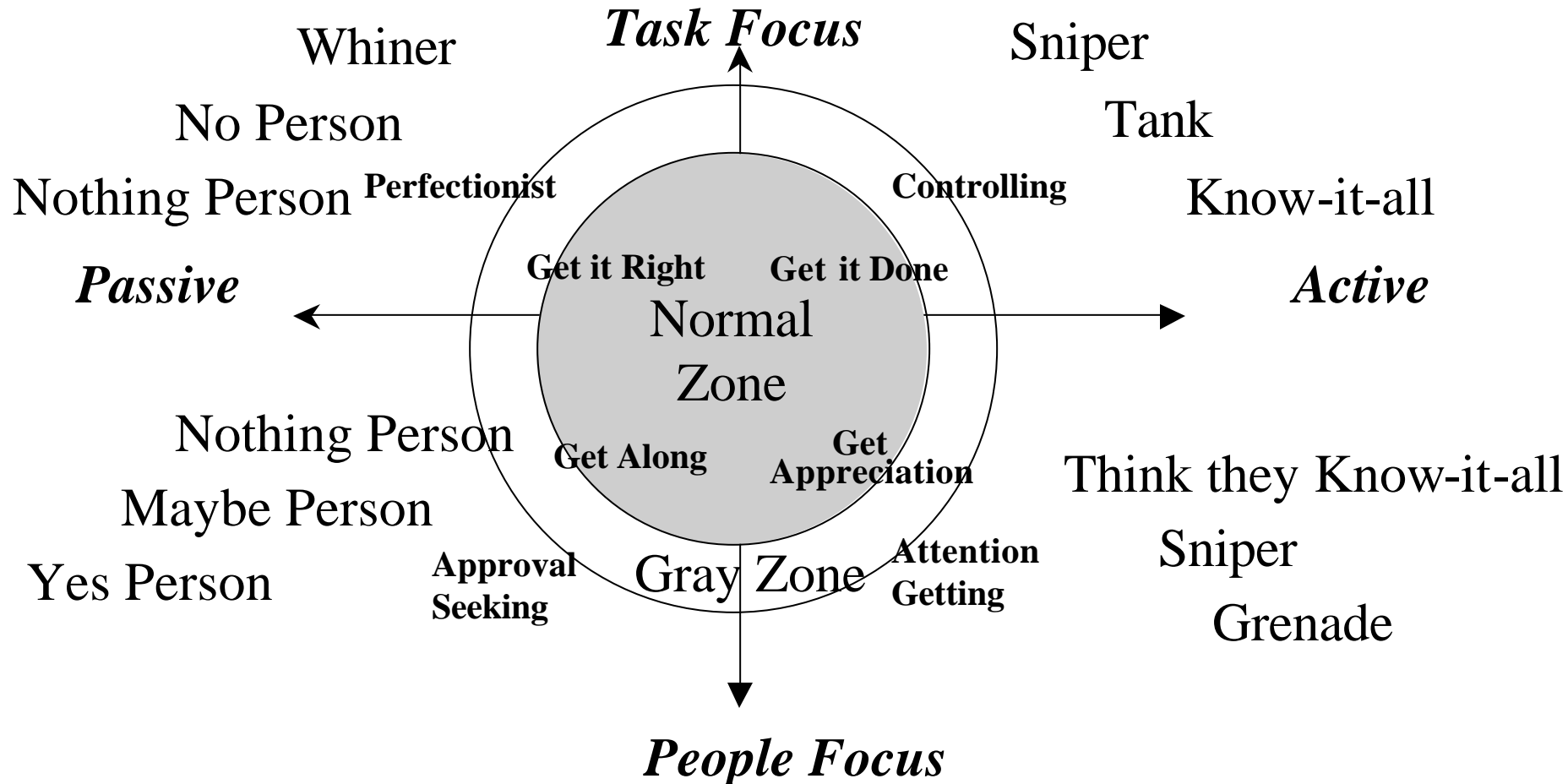
Difficult Zone of Behavior



Difficult Zone of Behavior



Difficult Zone of Behavior



Difficult Types

- Tank
- Sniper
- Know it All
- Think They know it all
- Grenade
- Whiners
- No People
- Yes and Maybe People
- Nothing person

Dealing with Difficult Behavior

- Specify the behavior
- *Tell* the effect of the behavior on you.
- *Outline* consequences of continued behavior
- *Provide* alternative behavior(s)