

Problem-Solving Personnel Challenges: A Scenario Approach Training Protocol

The following protocols are designed to provide the agency training coordinator a template for preparation for the training and enhance the training experience for participants.

General

The session is intended for 6 hours in duration but can be abbreviated if desired.

The session is intended for any staff holding supervisory responsibility within any area or department of the organization.

It is suggested that no more than fifty (50) individuals per training be involved.

It is strongly encouraged that representatives from the organization's Human Resources Department attend the seminar.

Preparation

Provide to the consultant:

- the name, office and cell number of the agency's representative responsible for the planning and logistical coordination of the training, including but not limited to procuring the necessary materials and identifying the location of the training
- recommended hotel as close to the training site as possible
- the complete address of the training location and the telephone number
- a typed schedule of the training at least one week prior to the training
- copies of any flyers, brochures, or emails directed to prospective attendees at the time of its release (examples of brochures and flyers can be found at www.universallifestyles.com/admin if desired)

- the name and cell number of the agency representative who will be meeting the consultant at the training location one hour prior to the beginning of the training on the day of the training. The consultant will arrive 1 (one) hour prior to the beginning of the training to review the site set up, check AV equipment and greet attendees as they arrive

The training room should be large enough to accommodate round tables with chairs comfortably and without crowding each other or interfering with the interaction of the adjacent group. It is suggested that no more than five (5) to seven (7) people be at each table.

Ensure that someone will be onsite at the training location on the training day who is familiar with temperature and lighting controls should adjustment be needed.

The consultant will need the following materials at the site on the day of training:

- Flip chart with at least 20 pages of unlined paper
- Tri-pod or easel for the Flip Chart
- Two (2) large felt tip markers
- Speaker stool
- Wireless lapel microphone if Indicated by the group size or the size of the venue

Training Day

Provide name tags and markers for each participant to write their name of preference (how they wish to be identified).

The agency representative who greets the group at the beginning of the session, will request that all communication devices be turned off or placed on mute/vibrate and that no text messaging be done during the training. It is further requested that if a telephone call must be taken that the attendee leave the training room.

Training will be conducted in 50 minute training segments with 10 minute break periods.

It is suggested that onsite lunches be one hour and if lunch is off site 1 hour and 15 minutes.

Distribute evaluation forms 5 minutes prior to the end of the training. Mail/email evaluation copies or summary results to the consultant as soon as possible. If the agency is in need of an evaluation form one can be found at www.universallifestyles.com.

A Note on Handouts

It is this consultant's preference not to provide handouts prior to the training. It has been this consultant's experience that handouts tend to distract the attendee from the training as they attempt to find the handout that relates to what is being addressed. In lieu of handouts this consultant will direct the attendees to the website and point out relevant material located on the website, when applicable. In the event that copies of materials are made for distribution to attendees, it is requested that they be distributed at the conclusion of the training.



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