

Training Tips

PARKING LOT:

Use a flip chart with "Parking Lot" written on the top. Explain to the audience that they are free to ask questions throughout the presentation. However, if the question does not pertain to the current slide or information being discussed at that time, it will be written on the flip chart and will be addressed at the end of the presentation.

VALIDATE:

Always validate every question or comment that an audience member raises. Remember that this training is for them, not us. If the question does not seem relevant or important to you that does not mean it is not relevant to other audience members. Write the comment/question down and remind the audience member that you will address it with them at the end of the presentation or will look at adding the information into the presentation.

EXPLAIN:

Remember to explain the acronyms used. It is okay to explain them every time you use them, even if it may seem redundant to you. This is how our audience learns our language and we learn to explain things better.

REMEMBER THE PURPOSE:

Remind yourself and the audience the purpose of the training. If the training seems to be getting off track, go back to the objectives and bring the audience back to the current slide. Use the Parking Lot. Purpose is to: Educate and Promote Child Welfare, Encourage community support.

KNOWING EVERYTHING:

You do not have to know every answer to every question. It is okay to tell the audience that you don't know the answer to something and (if appropriate) to ask them to brainstorm an answer or that you will get back with them with an answer.

PERSONAL vs. PROFESSIONAL:

Remember that the comments the audience makes are not personal to you or your work with Child Welfare. Try to separate yourself from any attacks or negative comments from audience members so that you are able to continue on with the power point. Also, try using the negative comments as an opportunity to bring up positive attributes of Child Welfare, (for every negative there is a positive). If an audience member is inappropriate to the point of disrupting the entire training, it is okay to ask them to leave. Remember there are other audience members who want to learn this information and should not have to endure the interruptions.