

Managing difficult participants: training basics

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Deskripsi Lengkap: <https://lib.ui.ac.id/detail?id=20438761&lokasi=lokal>

Abstrak

A disruptive participant in your training event can put an end to learning in a hurry. How do you get the class back on track? This issue provides the tips and tools to solve the problem. It provides a checklist to help you prepare for sessions so you can anticipate trouble and plan to deal with it before it starts and adjust your reactions so as to not make the situation worse. In addition, 12 specific disruptive behaviors are addressed along with recommendations on how to handle them effectively.