Practice Scenarios for Trainers Challenging Situations

Staying confident and Sapphire when challenged

Using your skills of the AELC to cycle 'em around

Flexibility as a PAC Trainer

Putting it All Together:

- **Look at the scenario**
- **Use the:**
  -AELC Cards
  -Multiple Intelligences Cards
  -Personality Trait Cards
- **Investigate**
- **Decide who you will work with**
- **Role play through your investigation**
- **Gather your data**
- **Work out a plan with your partner/team**
- **Try it out**

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Scenario #1:

After a stellar first training session with the doctors at a local facility, you are asked back to train the front-line staff using the PAC information. The woman in charge of booking trainings attended your first session and wants to prepare you for the audience in your next training.

She lets you know that the care staff are almost all CNAs who may not understand most of the material that was presented to the doctors. Her recommendation is that you "dumb down" the content and only do the practical skills with the group.

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Scenario #2:

While delivering an amazing PAC Training Workshop for around 25 family members and individuals in a local senior center, your attention is continually drawn to the back of the room to a couple of women who are sitting together.

The two women are chatting constantly throughout your entire training. They are loud enough that you can hear their voices, but not so loud that you can hear the words. They have not participated in answering or asking questions, so you do not know whether or not they are engaged.

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Scenario #3:

As you arrive at your training site for your training with 15 care staff, you realize that the video technology is different than what you are used to, and that you forgot the printed handouts that you made the night before. You do get the display from your computer to work, but the video is still giving you trouble. You have only 20 minutes until your attendees are set to show up. A representative from the building stops in and asks if he can get you anything before you start.

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Scenario #4:

While training a large group of 40 executives and staff of a home care group, you notice something that catches your eye. The room is mostly dark so that your slides and presentation are more visible, but there are two or three well-lit faces in the crowd.

It is hard to tell whether they are checking emails, texting or something else. You are getting a bit distracted and frustrated from the glow of the phones as well as the lack of attention.

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Scenario #5:

After many successful trainings with the care staff in your local assisted living facility, the director has asked you to train the medical professionals. You initial PAC Training is going very well and you are feeling fairly confident when a question comes up that throws you for a loop.

You have just finished explaining the language changes that happen with dementia when one doctor asks a question, "Are you saying that this is a problem with immediate recall or the parietal lobe's motoric impact?"

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Scenario #6:

You are in the last hour stretch of your PAC Training with 15 care staff for a home care agency. The learners are really getting the information and practicing the skills fairly well in partners.

Unfortunately, one learner has asked over 20 questions during the first hour of the training and shows no signs of stopping. The rest of the group is starting to roll eyes and shut down as the questioning and whole-group stoppage time continues to grow.

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Scenario #7:

During the first few cycles of your PAC Training, you have asked some really powerful questions that the group really seems to want to think about. In the few seconds of think time that you have asked for, two learners seem to not understand others' need for the silent time.

Every question you have asked is answered by one of the two learners within five seconds of asking. No one else seems particularly bothered by this over-talking and shouting out, but you want to hear from others within the group to gain multiple perspectives.

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Your Scenario and Plan:

Your Scenario #: Your Partner/Group Members:

What is going on?

Why might this be happening?

How is this related to something you have seen/done before?

What are some options you have?

Try one of the options (role-play):

How did that go?

What would you do differently the next time something like this happens?

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