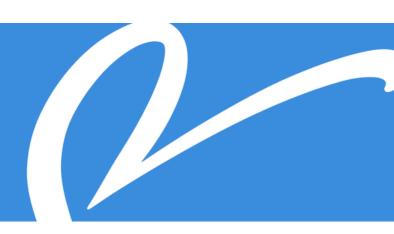


# Dealing with difficult situations in training



**FE-20** 3 Days (21 Hours)



## **Description**

Leading a group of adults in training means adopting an open and positive attitude towards each participant, so that everyone feels accepted and sets out to learn. The Process Com ® approach allows the trainer to better understand the needs and reactions of each person, and to generate a good learning dynamic. It also allows them to know themselves better, and to react flexibly to hazards and difficult situations.

### Who is this training for?

#### For whom

Trainer wishing to strengthen their animation skills by going further in their knowledge of individual behavioral typologies highlighted by the Process Com ®.

#### **Prerequisites**

Aucune

### **Training objectives**

- Identify different personality types with the Process Com ® tool
- Adapt your behavior to improve your communication with each participant
- Identify your individual strengths and areas for improvement
- Prevent your own risks of inappropriate reactions
- Facilitate positive interactions with and between participants

# **Training program**

Identifier les diffèrents types de personnalitè avec la



- Process Com ® The content and process of communication.
- The structure of personality.
- The observable characteristics of each personality type.
- · Become aware of each personality type's most effective way of learning.
- Become aware of your own natural way of training.

#### Dèvelopper sa flexibilité pour favoriser les apprentissages des participants Utiliser la

- Process Com ® to make its interventions attractive.
- Adapt your animation style to the personality of each participant, using the appropriate communication channels.
- Vary your range of teaching methods and techniques to encourage each person's learning according to their personality.
- Generate good group dynamics.
- Involve everyone by taking their Process profile into account Com ®.
- Value everyone by taking into account their Process Com ® profile.
- Identify your own needs to better control your stage fright and relationships with each of the participants.

#### Anticiper et bien gèrer les situations d'animation dèlicates Gèrer autrement les situations difficiles.

- Understand the stress factors of participants according to their personality.
- Anticipate risks by identifying stressful situations at the first signs.
- Take into account the needs of everyone to generate a constructive climate.
- Prevent your own risks of inappropriate reactions.
- Give yourself permission to react differently to situations that seem difficult.