Apply: Training Evaluation

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HRM/326

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Carol Jackett

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**Training Program**

**Training Overview.** Titled “How to Work with Difficult People,” this seminar teaches participants to work more effectively with difficult people in the workplace. The stress of dealing with difficult people can often cause high stress for some, leading to lowered productivity, poor attitude, and even increased absenteeism. Both the business organization and professions benefit from this particular training. This training program helps trainees to understand the difficulties that can occur when working with people of different personality types and communication styles. Through this program, participants will learn the communication process and determine where problems occur within. Participants will learn tactics for avoiding problem situations and a six-step process for dealing with conflicts calmly and confidently, which includes building and maintaining positive attitudes and relationships and strategies for managing one’s stress and anger. At the end of this training, participants should be able to resolve conflicts and negotiate solutions more effectively in difficult situations.

**Delivery.** The instructor-led training course is available in a public seminar format, and will be delivered primarily through lecturing; however, participants will also learn how to deal with a wide-range of difficult situation through hands-on activities and interactive practice exercises.

**Training Site.** This training program will be hosted off-site in a downtown hotel conference room. The hotel conference room offers a large space, appropriate for the projected class size of 45 participants, and the best seating arrangement for both listening to the presentation and working in groups. Its physical location ensures there will be no business-related interruptions, allowing participants to focus on learning the training content and engage with their peers.

**Learning Setting.** The conference room is a cool and comfortable setting. The tables and chairs will be arranged in a fan-type arrangement to allow participants the best view of the projection screen and trainer. The spacing of the tables will allow for participants to move throughout during group participation and for the trainer to travel about the groups during brainstorming and problem-solving sessions.

**Trainer.** Trainer, Jan Turner of XYZ Resources, has been teaching “How to Work with Difficult People” for seven years. She holds two Master’s degrees, in Communication and Business Management, and is currently a full-time trainer, travelling across the country to teach seminars relating to communication, customer service, and professional etiquette for both the public and private organizations. Prior to dedicating her work to training professionals, Ms. Turner was a Human Resources Director for LMN Corporation for 15 years.

**Outcomes.** Upon completion of this course, participants should be able to:

* identify problem situations and difficult personalities,
* understand what makes someone difficult,
* be an active listener,
* identify the proper communication method to deal with a difficult individual,
* exercise strategies to manage stress and anger,
* resolve conflicts,
* negotiate solutions.

**Evaluation Method**

**Evaluation Measurements**

**Weakness and Threats**

**Training Evaluation Form**

Resources