Embracing Training Failures & Learning From Them: What You Can Mitigate in Advance

Jill Hurst-Wahl
Director, MSLIS Program
Syracuse University
@jill_hw

What a training failure feels like.

Note: I'd like to credit whomever took this photo, but the Internet lost that information.

Five Failures You Can Mitigate Before They Occur
The Audience

- **Problems:**
  - Unsure why they are there
  - Not committed to the training
  - Not enough or too much knowledge
  - Have their own agenda

- **Solutions:**
  - Well written description
  - Who is the event for?
  - Learning outcomes

The Room

- **Problems:**
  - Bad layout
  - Bad line of sight, bad acoustics
  - Not enough equipment/resources

- **Solutions:**
  - Define your requirements upfront
  - Own the room!

The Content

- **Problems:**
  - It isn’t understandable
  - Delivery is one-way vs. interactive
    - Sage on the stage
    - It isn’t flexible

- **Solutions:**
  - Keep it simple & straightforward
  - Create interaction
  - Plan for meeting varying needs
The Clock

• Problems:
  • Too much or too little content
  • Time taken up by other things
    • Breaks become too long
  • Participants are not on your schedule

• Solutions:
  • Have extra material
  • Have an agenda
  • Force the schedule

The Mouth

• Problems:
  • You’re not confident in your delivery
  • You cannot be heard
  • You’re not fully present

• Solutions:
  • Practice
  • Take a public speaking workshop
  • Block out distractions