



Troubleshooting for Live Training Events



Sophie Oberstein

Troubleshooting for Trainers



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- Premise: Adults are motivated to learn what they believe will help them to solve a problem
- Contents: 45 challenges trainers face and potential solutions



What you'll walk away with

- 30+ tips applicable to common challenges in live training situations
- Understanding that you aren't alone in facing some of these challenges
- Enhanced trust in your intuitive solutions



Live events: Overarching principles

- Expect things to go wrong
- Be transparent
- Lean in – Use challenges to your advantage
- Maintain a positive tone
- Know when to give up

Expect things to go wrong

- Prepare
- Practice
- Have a backup plan
- Secure on-site support
- Recover gracefully



Be transparent



LEAN IN

- Embrace nerves
- Consider whether their complaints are warranted
- Make their role “official”
- Set a timer
- Use their technology

Maintain a positive tone



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Know when to give up



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Your challenges





**Chat: What's a strategy
you heard today that
you'd like to try?**



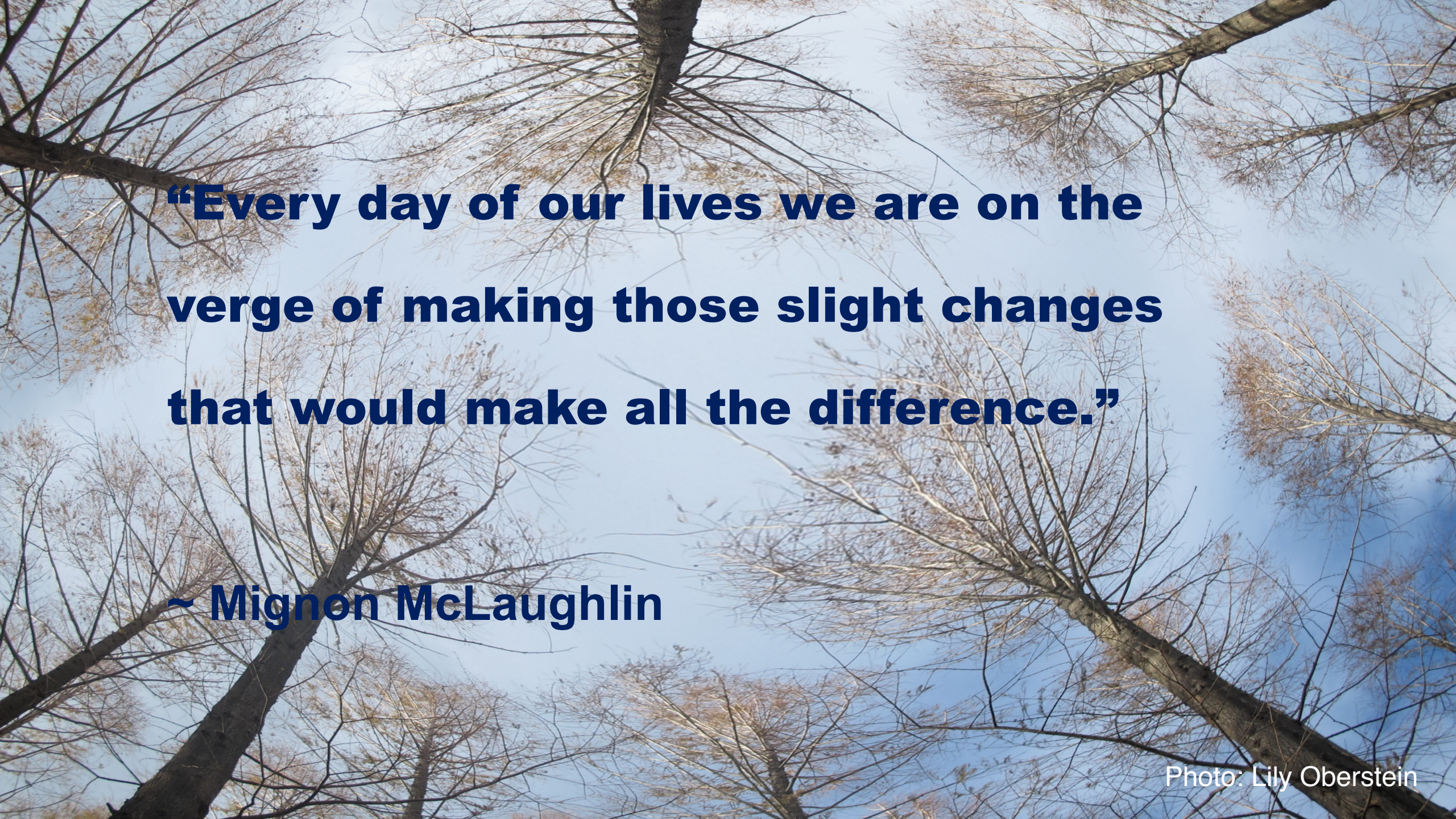
Closing a session



Photo: AKA168 / iStock Getty Images

Closing a session

- Quotes
- Facts/stats
- Dramatic statement
- Story/anecdote
- Appeal to action
- Powerful question



**“Every day of our lives we are on the
verge of making those slight changes
that would make all the difference.”**

~ Mignon McLaughlin

Photo: Lily Oberstein

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