

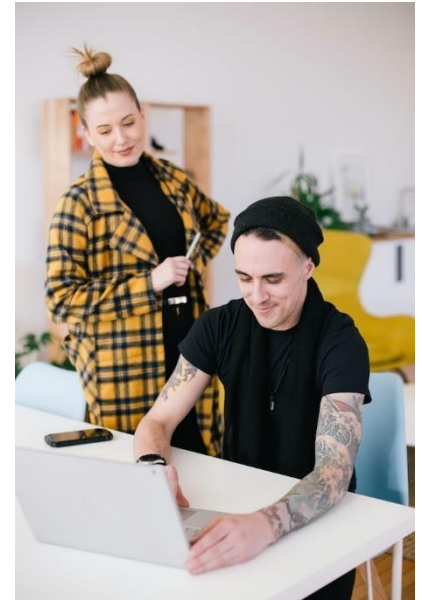
## Delivering a Workshop

*Communication works for those who work at it.* – John Powell



### Warm up

- What are your thoughts on the quote provided?
- Describe your current role and how often you use English for communication.
- How has communication differed in your past roles across industries? If so, elaborate.
- Has your communication style evolved throughout your career? How?
- Have you observed cultural differences in workplace communication?
- How important are active listening and nonverbal cues in your communication? Any examples?



1. Work in pairs and brainstorm the pros and cons of facilitating a workshop *online* vs. *face-to-face*.

Online: Pros	Online: Cons
Face-to-face: Pros	Face-to-face: Cons

- Discuss possible ways to deal with the disadvantages.



## 2. Read the dialogue and answer the following questions.

*Trainer:* Welcome back everyone, to day 2 of our workshop. Let's kick off by reflecting on our experiences from yesterday. We want to make sure you're getting the most out of this. Any thoughts?

*Sarah:* Sometimes, I found the instructions a bit hard to follow.

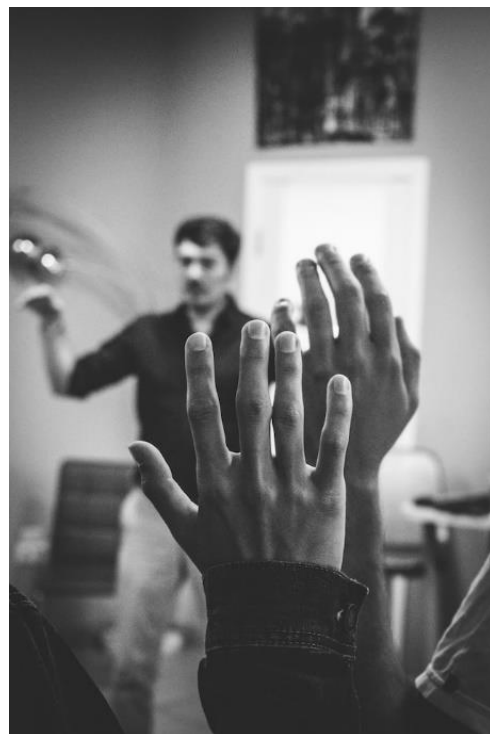
*Trainer:* Thanks for sharing, Sarah. Can you give an example?

*Sarah:* Sure. During the case study activity, I got a bit confused about the steps. It left me feeling a bit lost, and I wasn't sure if we were focusing on the right aspects.

*Trainer:* I understand. Clear instructions are crucial. I'll make sure to provide detailed steps for such activities. Any other feedback or questions?

*John:* I've noticed some discussions happening outside the main group. How can we make sure everyone's on the same page?

*Trainer:* Good point, John. In larger groups, side conversations can happen. Feel free to join in. This way, we ensure everyone is in sync. Your active involvement helps us stay connected.



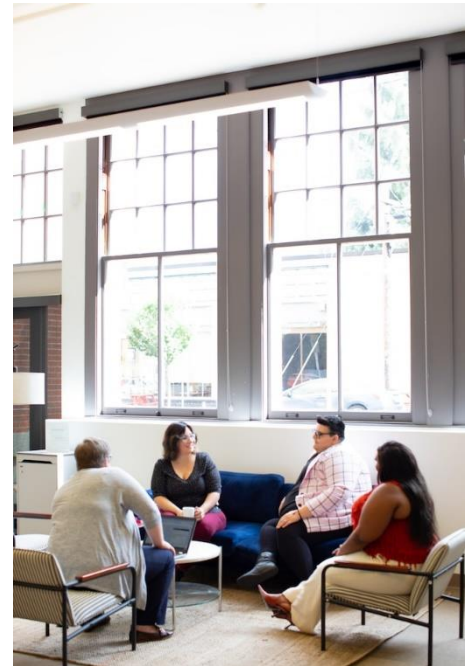
1. How does the trainer ensure participants feel comfortable sharing their challenges? Can you provide examples from the conversation?
2. How did the trainer's response to Sarah show effective communication skills?
3. What do you think of John's observation about discussions outside the group? Could it affect the workshop? Why or why not?
4. What's your view on the trainer suggesting John join side conversations? Is this a practical approach? Why or why not?
5. Why do you think it's important for trainers to actively seek feedback from participants? How does this enhance the learning experience?



3. Read the list of *techniques for handling workshop challenges* and discuss the following questions in small groups. Afterwards, each group should share the main points of their discussion with the entire class.

- Using active listening and paraphrasing to address concerns
- Incorporating icebreakers and team-building activities
- Using non-verbal cues to redirect disruptive behaviour
- Implementing small group discussions to encourage diverse viewpoints
- Offering individual reflection time for introverted participants

1. Why are active listening and paraphrasing important techniques in workshop management?
2. What non-verbal cues redirect disruptive behaviour subtly?
3. Which icebreakers or team-building activities encourage a positive workshop atmosphere? Offer some examples if possible.
4. Give examples of non-verbal cues for managing disruption.
5. Have you experienced or led workshops with significant small-group discussions? What did you learn?
6. Why allocate time for individual reflection, especially for introverts?
7. Brainstorm a new technique with your group for handling workshop challenges.



.....

.....

.....

.....



#### 4. Read the scenarios and after each one discuss the questions below.

- What strategies can you use to deal with the challenge presented in the scenario while maintaining a positive workshop atmosphere?
- Do you have a real-life experience which is similar to any of the scenarios?

##### Scenario 1: Handling a disruptive participant

You are conducting a workshop on effective communication skills for a group of professionals. Most participants are actively engaged and participating in discussions. However, one participant consistently interrupts others, makes off-topic comments, and dominates the conversation. This behaviour is causing frustration among other participants and hindering productive discussions. You need to address this situation and ensure that the workshop remains beneficial for all attendees.

##### Scenario 2: Addressing conflicting viewpoints

During your workshop on leadership, participants had diverse opinions on the best approach to solving a hypothetical workplace scenario. Some participants are becoming increasingly passionate and a bit heated in their discussions, leading to potential tension in the room.

##### Scenario 3: Encouraging participation from introverted participants

In your workshop on effective team collaboration, you notice that a few participants tend to remain quiet during group discussions and activities. They appear to be introverted and may be hesitant to share their thoughts openly. This lack of participation could potentially lead to a lack of diverse perspectives in the workshop.

##### Scenario 4: Dealing with a dominant participant

You're leading a workshop on negotiation skills for a group of professionals. During a role-playing activity that involves negotiation simulations, one participant consistently dominates the discussion and tends to overpower others with their ideas and suggestions. This behaviour is preventing other participants from fully engaging and sharing their perspectives.





**5. Work in pairs. One of you will be the trainer, and the other will be the trainee. Follow the instructions and perform the role play.**

### Role Play Activity: Handling feedback

Trainer's objectives:

*You delivered a workshop on management skills. You are playing the role of trainer, and your partner will act as a trainee. Your task is to effectively address the client's concerns and find a satisfactory resolution.*

- Actively listen.
- Show empathy and that you understand their perspective.
- Offer suitable solutions.



Trainee's objectives:

*You have recently attended a workshop on management skills. You must give the trainer some feedback on the workshop. Use the prompts below to offer feedback.*

#### Positive

- The workshop environment was inclusive and encouraged active participation.
- The trainer answered questions and provided additional examples when needed.
- Time management techniques were very useful.
- The group activities were a great way to apply the learned concepts.

#### Constructive

- A few instances where the content seemed a bit rushed.
- More visual aids, like charts or diagrams, could have made some concepts easier to remember.
- Open discussions would have allowed for deeper exploration of certain topics.



**6. Debrief: discuss the following questions with your class.**

1. What went well in the interaction?
2. Were there any challenges faced while addressing the client's concerns?
3. Did you reach a satisfactory resolution? If not, what could have been done differently?