



HOW TO DEAL WITH DIFFICULT DELEGATES

The CPD Standards Office is a unique organisation and was founded with the vision of understanding and enabling positive and successful CPD and learning experiences. As a highly specialised expert team, our university led research has equipped us with extensive expertise on all things CPD.

Between the work of the Professional Development Consortium and the CPD Standards Office dual CPD research and accreditation activities sharpen our knowledge and expertise. This enables us to work with individual coaches, training providers, employers, and ‘membership organisation’s as a collaborative CPD network & community.

This factsheet provides gives you advice on how to deal with difficult delegates and how to overcome the challenges.

How to deal with Difficult Delegates

Your responsibility as a trainer is to ensure that you deliver your course to a high standard to all of your delegates. But we all know one thing is for sure: If you have a tonne of training experience or none, there is always going to be a time when a cynical and impatient delegate gets in the way of you delivering a good service to the rest.

Difficult delegates will try your patience, but taking time to find out why they are behaving in a certain way is the quickest route to resolving issues quickly, so you can get on with the session.

Start by figuring out how a delegate behaves and what makes them disruptive. They are not necessarily loud boorish characters; **they can be:**

- * Disinterested. “I’ve been sent along to this training by my manager, so I’m here”
- * Interrupting. They have to show the room what they know - constantly
- * Questioning. Appropriate questions are great, but yet another question from the same delegate every 5 minutes will drive your group nuts!
- * Drunk
- * Argumentative

To avoid any disruption, try and be proactive in your course planning. Here are our top tips:

Ensure all resources are made available to delegates before, during and after the course.

At the start, ask delegates why they are attending.

Use coffee breaks to take 'difficult' delegates to one side and address any issues.

Think about different learning styles and design courses with a holistic approach.

Do not ignore the difficult situation. Take time out to discuss issues, then move on.

Do not take difficult behavior personally or give an emotional response.

Do not argue with delegates.

If a delegate continues to be disruptive, politely ask them to leave.

We hope you have found this factsheet helpful.

Please see www.cpdstandards.com for more information on our accreditation services or call 0203 745 6463 for further advice.