



# *Yours In Training*

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**July 2009**



Hello Subscriber! On behalf of the team at MRWED Training and Assessment, I hope you enjoy this issue of Yours In Training!

If you would like to view this issue online visit <http://www.mrwed.com.au/YITJuly2009.pdf>

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## 1. What is happening at MRWED?

It has been an awarding and rewarding month at MRWED. In early July we won an Australian Business Award for “Enterprise” for outstanding commercial success and sustained growth. After nine years, it was nice to gain this recognition. Towards the end of the month we were finalists in the Courier Mail Career One Awards for Excellence in Human Resources and Training and Education. This is testimony to the continued hard work both in and out of the classroom made by the entire MRWED team. Finally, last week I had the honour to present an award as sponsor of the Apprentice of the Year at the Brisbane North – Regional final of the Queensland Training Awards. Well done to all the finalists!



For more MRWED news check out our news page:  
<http://www.mrwed.com.au/news2009/news2009.htm>



## 2. Tips and Tricks

### Training Tip: Dealing with the Dominator!

This is the first in a series of tips on dealing with difficult participants. This month, we look at how to minimise the negative affect of a “dominator”. This person can be characterised as someone who drives conversations, is quick to answer questions presented to the group, provides additional information unprompted and speaks over others to get their message across. Now we often need these kinds of self-starters or devil’s advocates to lead the group during our training. However, it mustn’t be at the detriment of the other candidates. One technique to give the rest of the group their voice back and to balance the interaction, is to invite the “dominator” to be a scribe on the board. The dynamic thus changes from being

active in discussion to being active in writing and consequently others have an opportunity to make a contribution, without competing with the “dominator”. The time out the front will also support the “dominator’s” need to for attention. At the end of the discussion or brainstorm, you could invite some final responses from the scribe, which gives them their chance to provide input. Whilst, you can’t use this technique all the time, it may allow you to give some respite to your groups from the influence of a dominator!

### **Training Game: “Ping Pong”**

I am always on the hunt for new slants on old get-to-know-you activities. This month, I came across the training equivalent to table tennis – a volley of questions back and forth between participants until there is a winner. It is aptly named “Ping Pong”.

How it works, is the trainer would pre-prepare a series of common get-to-know-you questions on coloured cards and spread them across the tables in their training room. There should be 20-30 different questions with at least 5 duplications. (i.e. a minimum of 100 separate cards). Next, they should issue each participant with a score card with enough spaces to match the size of the group. Then, they should ask the students to select 5 different cards randomly. It is important to explain the rules next:

1. Pair up
2. Each participant chooses a first question to ask
3. Take turns to ask the questions
4. Points are scored whenever a new question is asked
5. If there is a duplicate question, no point is awarded to the person how asks it the second time.
6. The person with the most points win.
7. If there are no duplicate questions – it is a draw
8. Find a new person and repeat.

At the end you can tally up who won the most rounds and award a prize as necessary. It is advisable to set a time limit of around 20 minutes for the activity – this will enable between 5 and 10 rounds to be completed.

This is a fun, yet competitive get-to-know-you activity which has to beat going around the tables one by one!



### 3. Training Stories

#### Age no barrier to learning according to QUT

A new Queensland University of Technology (QUT) study found that older workers are as willing and able to learn as their younger colleagues, though their opportunity to do so is sometimes stymied by negative age stereotypes. "The stereotype that older workers are not willing or able to learn was not found to be true," says Megan Tones, from QUT's Faculty of Education. "All workers', not just older workers', engagement in their learning and development at work is influenced by their perceptions of learning and development opportunities. She notes "age had no impact on willingness to engage with learning and development. Rather, I found age-related perceptions of workplace attitudes towards learning and development opportunities were the guiding factor." Tones says organisations that advertise training opportunities only to younger people "may send a negative message to older workers that their knowledge and skills are not valued or worth developing." She says the second factor influencing workers' beliefs about opportunities for learning and development is the complexity of their work in terms of the decision-making required and its status with regard to education qualifications. "I found that professionals and managers ... reported that age didn't matter in terms of their being offered opportunities for learning and development - they seem to be offered them continuously throughout their careers. Complex work has the added advantage of enabling workers to learn and develop just through doing their job. In addition, complex work often requires continuous learning and development to remain up-to-date." Tones concludes her research suggests that organisations should recognise age diversity as an opportunity for business and offer training to all workers.

**If you have a successful training practice implemented in your organisation, we would love to hear about it. Email me directly: [mrattcliffe@mrwed.com.au](mailto:mrattcliffe@mrwed.com.au)**



### 4. Web Roundup!

If you are like me and get easily bored with the same old powerpoint backgrounds, here is a site to increase you choices: <http://www.soniacoleman.com/>. This site contains a host of free to download powerpoint backgrounds developed by Sonia Coleman. Whilst we do not necessary endorse any of the other products available for purchase on the site, we can vouch for the free template packs available. There are dozens of options to keep you busy and with some luck, help you to attract and maintain the attention of your audience.

## 5. MRWED Quick Links



What would you like to visit?

- [Course Dates](#)
- [MRWED News](#)
- [MRWED Home](#)
- [MRWED Blog](#)

### Next Issue...

Next month we will investigate some audit hotspots, review a site for the management of the electronic submission of assessment and check out some best practice approaches from a KPMG ethics program.

If you have any questions, suggestions or issues to be discussed on the Yours in Training! Ezine then please [email](#) us or call our Client Relations Team on **Freecall 1800 2 TRAIN** (1800 2 87246).

Happy training!



Principal – MRWED

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