

Participant's Ground Rules

What every trainee must know before they get started...



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Ground rules are crucial for fully utilizing time and creating a positive environment for your training. Each group should come up with their own set of ground rules. Good ground rules create a productive and calm learning environment. This allows people to talk and share more willingly. A calm environment encourages participation and learning. Ground rules apply even when you are running an [activity](#) or [game](#) to facilitate the learning process. Here are some ground rules for the group to consider:

- ✚ **Turn off phones** and remove any other distractions from your training area. This is important because it is too easy to read email/phone messages or pick up some work and lose track of what is going on in the training
- ✚ **If a pressing matter arises** and you need to make or answer an urgent call, you may excuse yourself and leave the room. All other calls should be handled during the breaks.
- ✚ **Join in and be prepared to participate.** Participation will keep people engaged and move the class around. The trainer should be able to elicit participation from a member by eye contact and a slight nod - this is especially useful when participants are hesitant or hanging back
- ✚ **Participants should be ready to start in time.** Dashing in with seconds to spare is distracting for everyone. Participants should work toward beginning and ending activities on time. Important information will not be covered if we run out of time. Set time frames and agree to stick to them
- ✚ **Allow each person time** to talk and don't interrupt
- ✚ **Personal comments made during the training should be regarded as confidential:** If you feel you cannot keep things confidential, or feel very uncomfortable, then excuse yourself from the room
- ✚ **Stay on the topic:** We have a lot to do and cannot branch off into long discussions, however interesting they may be. Focus on the task at hand
- ✚ **Keep an open mind** and be receptive to new ideas

- ✚ **Don't be afraid to ask questions** or ask for help. Don't worry about making mistakes - it is part of learning!
- ✚ **Give feedback in a positive** manner
- ✚ **Listen with respect** to each person's opinion and experience
- ✚ **Discuss ideas** not individuals
- ✚ **Don't stereotype** or generalize
- ✚ **No comment or question** is stupid
- ✚ **It is OK to disagree**, but do so respectfully. If people disagree with you, don't take it to heart
- ✚ **Speak for yourself** not for other people (Use "I statements" not "everybody" or "other people")
- ✚ **Each person is responsible for their own learning.** This includes taking breaks, asking for clarification and gaining as much as possible from the training

To access more free, readymade training resources for managing training events visit this link:

<http://www.trainersbox.net/free-training-resources.html>

Good luck and hoping you a fantastic training experience!

Customer Excellence Team

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