



Trainer Tip # 1

From A.C.E. Learning Solutions

Ask vs. Tell

It is essential for facilitators to learn effective questioning techniques. When there is resistance in the class, rather than getting defensive—get more information! We sometimes think of resistance as negative; however, learners are not usually trying to be provocative—they often want clarification or want more information. Resistance is a wonderful opportunity to model the skills you are teaching them.

Bob Pike of Creative Training Techniques says that people don't argue with their own data. If you ask rather than tell, you'll be able to effectively deal with resistance and create a positive learning environment.

We create productive and positive learning experiences when we shine the light on the participants and not on ourselves. Instead of being the sage on the stage, use effective questioning techniques and be the guide on the side.