

# training

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### Industry Interview

with Steve Gilroy,  
Vice President of CompTIA P32

### What's ahead in eLearning P16

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# TRAINING MOMENTS

Catherine Smithson - Director Being Human

## Best Training Moment

The moments that I treasure are when people take what they have learned and use it in their personal lives to improve their relationships. Last year, I launched a new change management training program called Change-Ability. One of the delegates, Lyn, told me her daughter wanted to have a difficult conversation with a friend, but kept putting it off.

Lyn used the skills from the course to have a change conversation with her daughter.

She discovered that it wasn't a lack of motivation stopping her from making the phone call – it was lack of knowledge of what to say and how to say it. Lyn did an on-the-spot coaching session and role play with her daughter, who then made the phone call with a good outcome. So much of what we learn in change and leadership training is applicable to life, which is why I am passionate about this field.

## Worst Training Moment

I was presenting a training program on change skills for managers and supervisors as part of a new product rollout. My session was in the morning, followed by the product training in the afternoon. When I started the session, the very first comment was "I don't understand why we are launching this new product – the old model was a failure, customers don't like it and it's just collecting dust. Why are we doing it all again?" Everyone joined in with complaints! I had a quick discussion with the product trainer, and we agreed to change tack and run an impromptu session on the need for change. It worked, and we got back on track and finished the training. That taught me never to assume people are ready for knowledge and skills and to always be flexible in trying to achieve the goal.

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