

# Why Don't They Know This?!

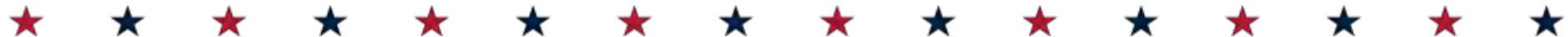
What To Do When Training Fails

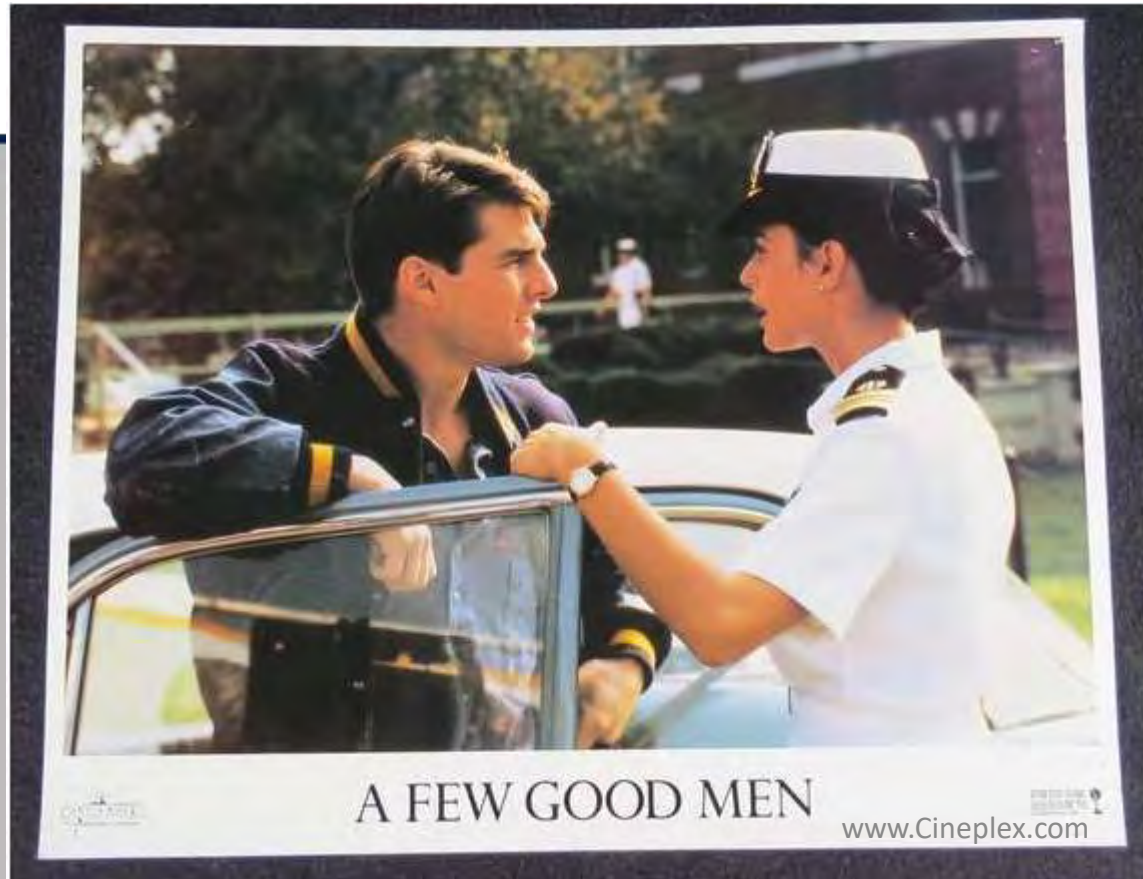
Sue L. Parrigin MSN, CFRN, NRP



# Objectives

- Identify roadblocks to effective training
- Implement appropriate learning strategies
- Assess training outcomes and goals





You must have been sick the day  
they taught law in law school!





[www.relatably.com](http://www.relatably.com)





[www.pinterest.com](http://www.pinterest.com)

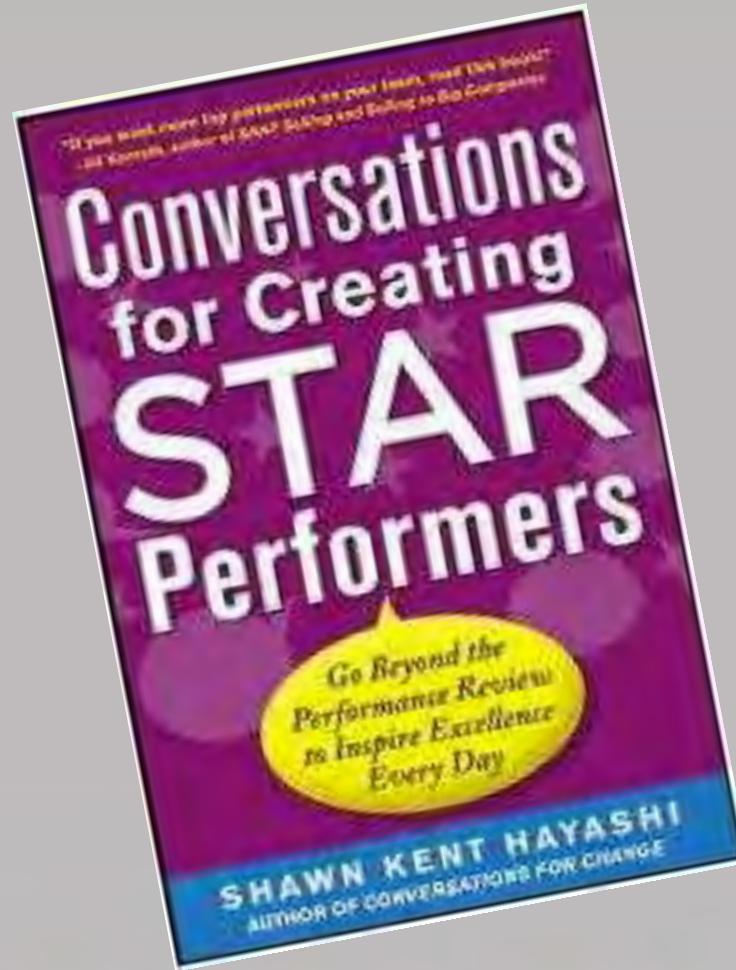






Education is not **ALWAYS** the answer!









Don't know  
what you  
want them  
to do

*Communicate expectations*

**I DON'T  
KNOW  
WHAT I'M  
DOING**

Don't know  
how to do  
what you  
want them  
to do

*Education and Training*

## The Performance Issue Four

I understand.  
I just don't care.

Don't want  
to do what  
you want  
them to do

*Motivation*

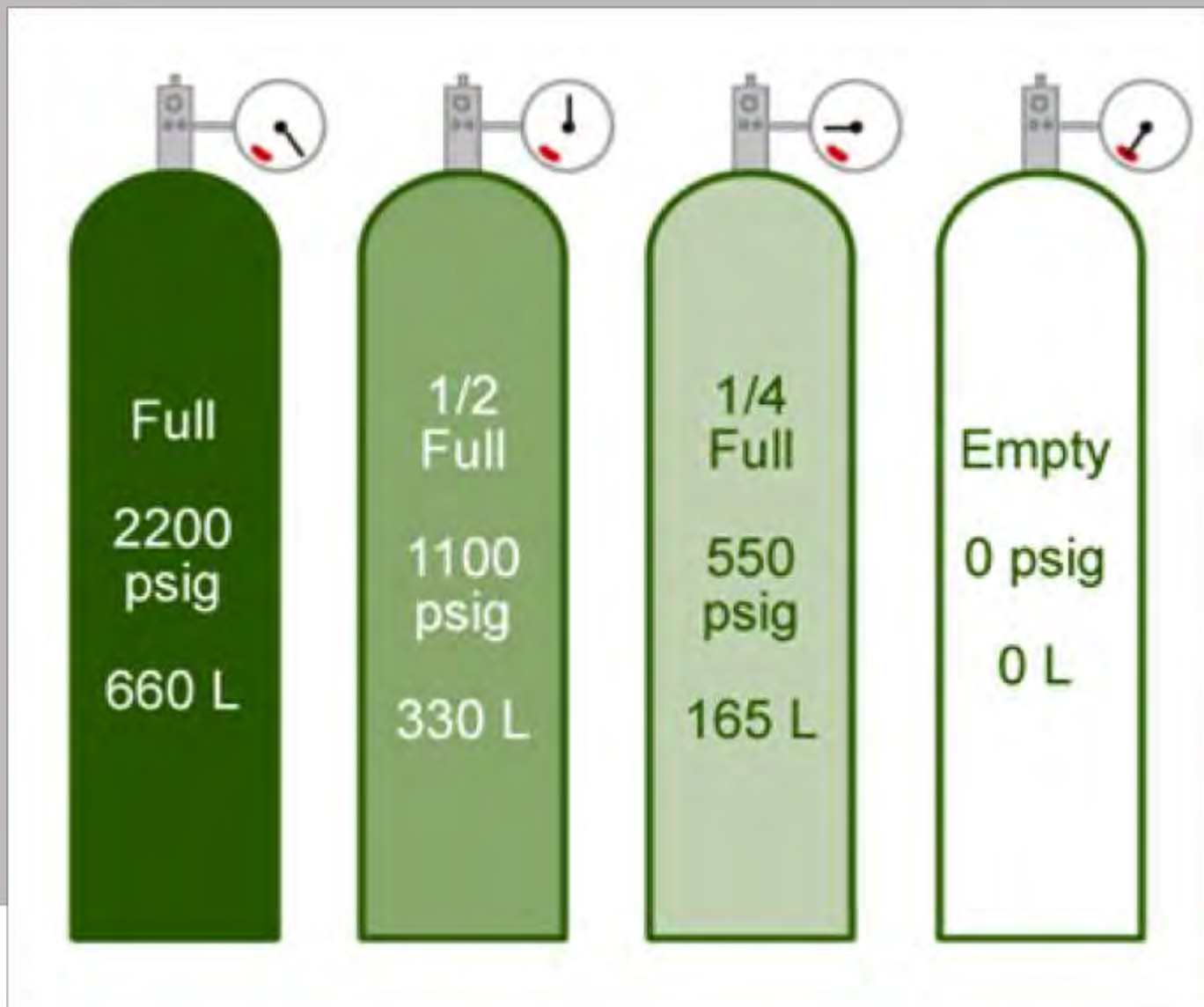


Incapable of  
doing what  
you want  
them to do

*Crucial Conversations*



# Problem





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***Communicate expectations***





[www.open.edu](http://www.open.edu)



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# Education

This little guy told his Dad that he wanted to learn how to train his dog and his Dad said there were lots of dog training videos on YouTube. So here he is, showing them to the dog!



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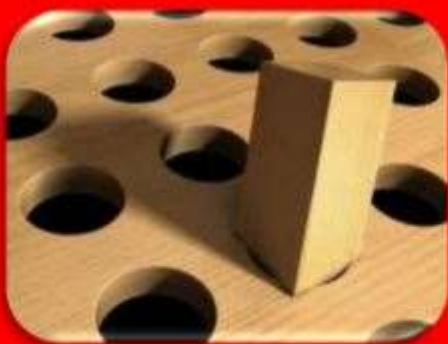




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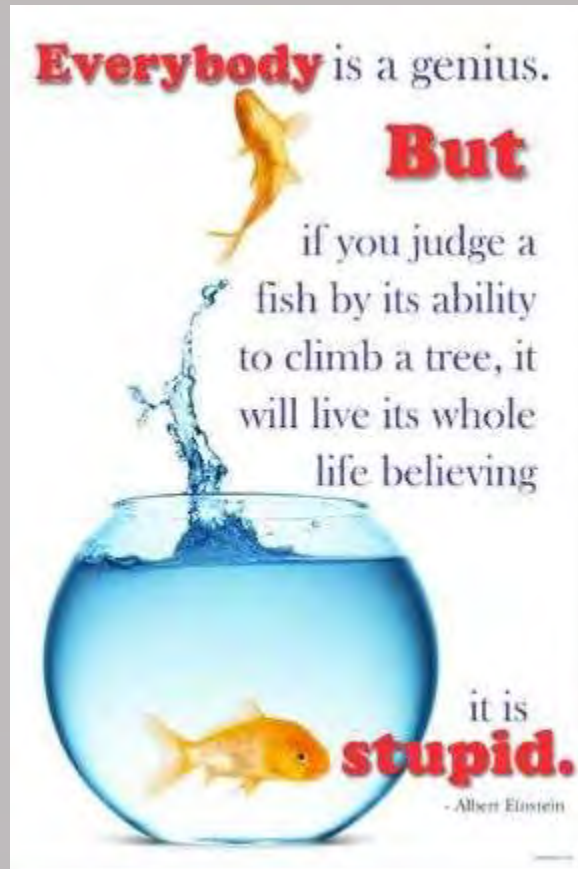




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[Eliminatingthebox.blogspot.com](http://Eliminatingthebox.blogspot.com)





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# References

- Hayashi, S.K. (2012). Conversations for creating star performers. New York. McGraw Hill.
- Patterson, K., Grenny, J., McMillan, R., & Switzler, A. (2002). Crucial conversations: Tools for talking when stakes are high. New York. McGraw Hill.





- Sue L. Parrigin
- [Sue.Parrigin@gmr.net](mailto:Sue.Parrigin@gmr.net)

