AGED 607 YOUTH LEADERSHIP

ACTIVITY 4-4: CASE STUDY – Training Facility Management


Ralph Waldo Tutenkaman was hired to present a Leadership training program for the Feed the World, Inc. Feed the World is moving toward a team-based organization and they hired Ralph as an outside consultant to help prepare the staff for this transition. The leaders of Feed the World are totally committed to the change to a team-based organization but they realize the transition may be difficult for some members of the organization. Feed the World employees about 75 people and is located in College Station, Texas. All members of the organization are attending Ralph’s Leadership Training Program.

The program specifics are:
1. 3-½ day training program beginning on Monday, June 26 and ending on Thursday, June 29.
2. Location: Boca Raton, Florida Marriott Hotel and Resort (this place is beautiful!)
3. Focus: Team Building, Negotiation and Conflict Resolution, and Leadership Styles

Ralph has experience working with groups because he was very involved with his university’s Freshman Orientation Program. Additionally, he graduated with a B.S. degree that provided him with many opportunities to present programs during his undergraduate days.

But after Day #1, Ralph faced some serious difficulties with his training program. To put it bluntly, the group was bored and seemed unresponsive to Ralph’s presentations. In fact, the people in the back 2 rows just read newspapers or slept. When Ralph asked questions to the group, no one responded! Ralph knew his subject matter contained excellent information and he was well versed in leadership theory.

The problem was not the subject – it was his trainer presentation style and organization. He constantly had to refer to his notes and he never could locate his pens, paper, and supplies. Once, he tripped over the microphone cord and almost fell into the audience. When he tried to write on the flip chart, he made spelling mistakes and then got flustered and just crossed out the mistakes. The audience was focusing on how many mistakes he made rather than concentrating on the learning activities. To put it mildly, Ralph was on a downhill slide. If this program is a failure, he may never be hired again.....Ralph is in trouble.

WHAT SHOULD RALPH DO TO PREPARE FOR DAY 2?

Using the information found in "Trainer Crutches," pick out 3 or 4 of the "crutches" that you think Ralph should use. Identify the crutch and explain how it will help Ralph improve the next days of the program.