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| **SITUATIONS** |
| **Training Diagnosis and Solutions** |

**Situation 1: Team Leader in California**

Jorge, a volunteer leader in San Diego pitches a training event to Michael, a volunteer in the area. After Jorge explains the training topic, Michael is very confused as to what the training is about, what he will learn at the training, and what he will do with that knowledge after. As a result of, Michael does not show up to the training. He flaked.

*What advice would you give to Jorge to make sure next time Michael shows up?*

**Situation 2: Office Visit in Wisconsin**

A volunteer chapter in Florida reported that they just had a very successful office visit with their local member of Congress. Last month, they participated in a Office Visit training. The chapter leader shared with us that the training gave them the confidence they needed to do an office visit

*What do you think happened at this training that made it so effective?*

**Situation 3: New York Fellows Take a Survey**

A class of Organizing Fellows in New York attended a training on sharing their personal stories. They all received a survey the next day, less than 24 hours after their training, to report back on what they learned. While a great majority of Fellows were able to report back on the skills they learned, many of them did not feel the confidence to share their personal stories.

*What can we do next time to make sure that they feel more confident after their training?*