MAKING COMPLIANCE EXCITING:
THOUGHT AND TIP SHEET

Keep in mind the thinking and learning styles of your audience:
Extrovert or Introvert – tend to think out loud; energy from others or “inside” thinker
Judging or Perceiving - Orders environment; planner or flexible, open, spontaneous
Global or Analytical - Big picture, details, noise & multitasks or single task & quiet
Visual or Kinesthetic - Note taker, reads manuals or the ‘doers’ & reads manuals later

Address the “motivations for learning” of your audience (what is in it for me?)

KISS – Keep It Simple Short – make your presentations to the point and short. Use “sound bites” – don’t overwhelm your audience, it is better to keep their interest for 10 minutes then bore them for 50!

Some of the Key Principles in promoting interest in compliance are:
Maintain & enhance self-esteem
Listen and respond with empathy
Ask for help and encourage involvement
Share thoughts, feelings and rationale (build trust)
Provide support without removing responsibility (ownership)

A Motivating Instructor will create compliance buy-in and build compliance excitement:
Expertise – knowledge and preparation; assess your communication Skills
Empathy – Understanding and consideration; discover your Perceptions of those around you
Enthusiasm – Commitment and animation
Clarity – Language and organization; avoidance of ‘jargon’

Good delivery skills help create compliance interest:
How to combat nervousness? – PRACTICE, know your subject thoroughly
Storytelling – does the story emphasize & enhance learning?
How and when to use humor –not sarcasm – consider your audience; be sensitive to current events
Use the learner’s experiences or the presenter’s to target in on an issue
Create a safe and respectful environment to encourage comfortable audience feedback and participation
Present with a “positive” attitude
Use Audio Visual to make your point – but it is not a crutch, be prepared to present without!
Use non-verbal skills – eye contact; body position; body level
Use creative closings to end your meetings and ensure retention

Create a training program that is as interactive as humanly possible to hold your learners interest.

The founder of Toastmaster International, Dr. Ralph Semdley, said “people learn most in moments of enjoyment.”

Add excitement, variety and motivation to your training by adding icebreakers and “compliance training games” to your presentations. There are many websites on the internet where you can get ideas.

www.almorale.com/summary.html
www.wilderdom.com/games/initiativegames.html
www.businessballs.com/teambuildinggames.htm
www.doctorfunnywoman.com/funnydoctorstories.html
Etc…