



Dos and Don'ts of Practice Activities

During your **Find & Follow Training**, you should spend 80% of your time in practice activities. Use this quick reference guide to help you plan how to run your training practice scenarios.

DON'TS	DOS
Have them memorize procedures	Teach them how to properly read and follow guides
Jump in to help immediately	Let learners struggle
Demand perfection on the first try	Have patience with trainees as they learn to read the guides
Start with complex scenarios	Start with simple procedures and build up to more complex procedures
Use quizzes	Observe how learners handle SOPs with the guides
Make up obscure practice scenarios	Do use real situations employees have encountered in the past
Lecture about each practice scenario	Remember they are learning to follow the guides (not individual scenarios)
Treat digital guides like training wheels	Acknowledge that these are the same guides employees will use on the job
Think all the guides you created are perfect	Update your guides immediately during training if they are confusing/outdated
Let employees skip out on role-playing	Role-play dozens of scenarios and feel free to repeat the same ones
Skip practice scenarios if you are training remotely	Use breakout rooms and have employees share their screens when remote training