



**Share your warm-up  
answers with 3 people**

**(3 things you know about UX)**

**(1 example each of good UX, bad UX)**

**Questionable card swap**

**Your name on the back**

**1 question on the front**

**Pick someone else's card,  
answer the question**



**Help! The UX Designer  
isn't coming in today!**

# **Agenda**

**The case study**

**Find and sketch solutions**

**Leave with SMART goal**

pfeiffer

Essential resources for training and HR professionals



# TRAINING FROM THE BACK OF THE ROOM

65 WAYS TO  
STEP ASIDE AND  
LET THEM LEARN

**SHARON L. BOWMAN**

Foreword by JAY CROSS



**Tight Ship**



**BIG FACES**

A wide-angle photograph of a grand, ornate hall, likely a cathedral or a large church, used as a background for a presentation slide. The architecture features intricate carvings on the walls and ceiling, and numerous stained-glass windows that let in light. In the foreground, there is a large audience seated at round tables, facing a stage area where a presentation is taking place. A banner with the word "PRESENTATION" is visible on the stage.

# Presentation

## **Gallery Walk**

**walk around and write  
ideas for solutions**

# Poster Talk



A close-up photograph of a person's hand holding a pencil. Several other colored pencils are scattered across the palm and fingers. The background is dark and out of focus.

**Solutions**

**Sketch new ideas**

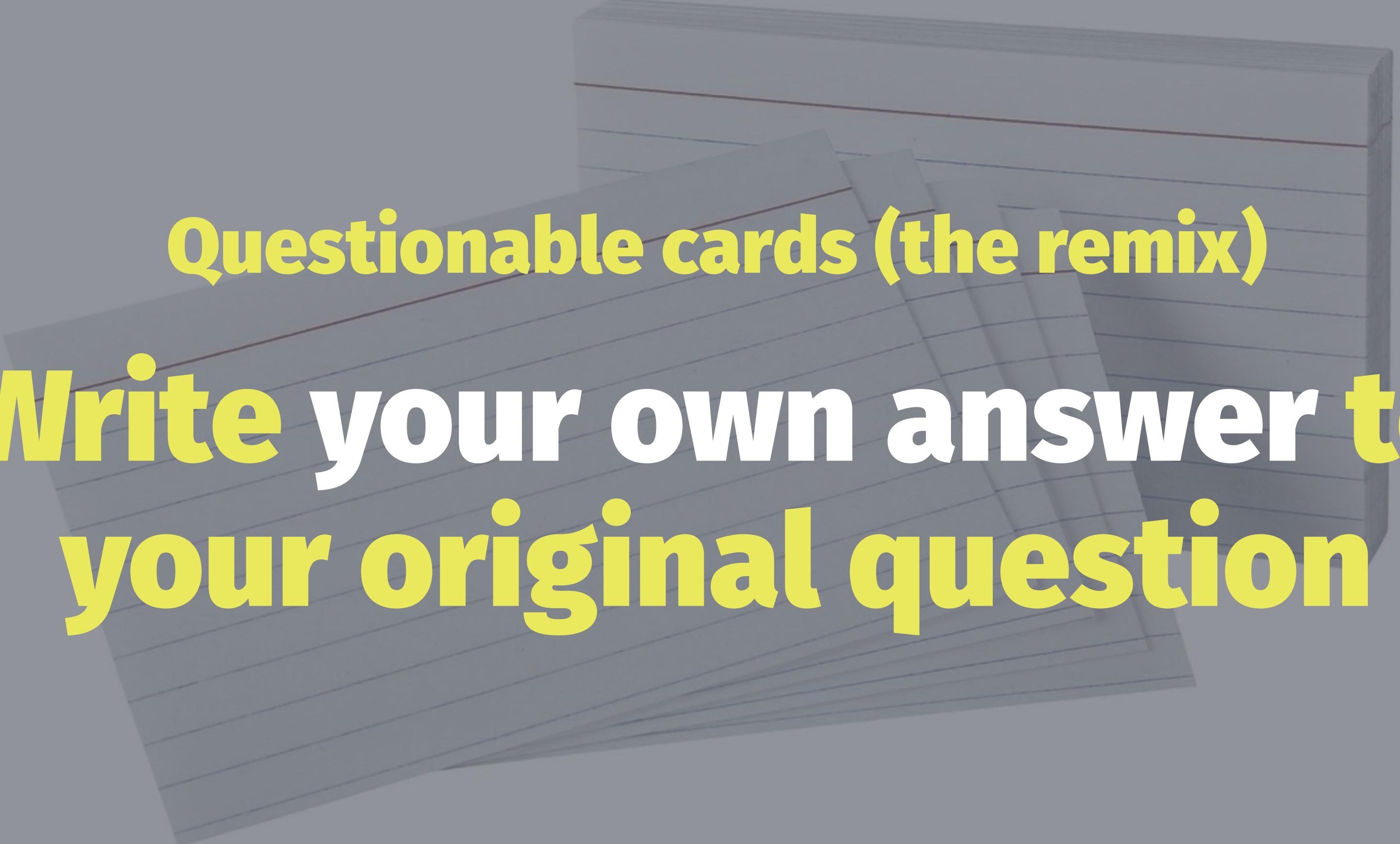
**Annotate existing**

A photograph of five students, three boys and two girls, sitting around a table in a classroom setting. They are looking at a document or book together, with one student holding a green pen. There are several books and papers on the table in front of them. The students appear to be engaged and collaborative.

**Solutions**

**Share with table**

**Annotate your own**

A stack of lined paper cards, some of which are slightly pulled out, creating a sense of depth. The cards are white with light blue horizontal ruling.

**Questionable cards (the remix)**

**Write your own answer to  
your original question**

A stack of white index cards with light blue horizontal ruling. The top card is slightly offset to the right.

**Grab a card**

**Write a SMART goal**

**Specific, Measurable, Achievable, Realistic,  
Time-bound**

A group of students are gathered around a table, laughing and smiling. They are surrounded by books, papers, and school supplies like pens and glasses. The scene is set in a classroom or library environment.

**One thing that pleased or  
surprised you**

**Bye! Don't forget to grab the  
Principles Handout  
on your way out  
and look at [ctfeds.org/help](http://ctfeds.org/help)**