

# Facilitator Troubleshooting Tips

We are constantly striving to ensure that you and your learners have a seamless and engaging experience on the Catalyst™ platform, but we also know that sometimes the unexpected can happen. Here are some ways to be prepared in the event that one or more participants experiences connectivity issues during your session.

## Your DiSC® Profile Backup Option

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Most facilitation activities can be run essentially as scripted using participants' *Your DiSC® Profiles* instead of the platform. If you have concerns about losing connection during your session, make sure participants have access to their PDF profiles as a backup. You can do this by:

- Asking participants to download their profiles in advance of the session through the "Download reports" page of the Catalyst platform.
- Saving a copy of participants' profiles from EPIC in your own files and sending them either in advance or as needed during the session.

Spend some time reviewing *Your DiSC Profile* to understand which profile pages correspond to each section the Catalyst platform. The classroom facilitation materials reference the relevant profile pages for each module and can be a useful resource as you complete this review.

## Fundamentals Module 2 Modifications

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Unlike other modules, Fundamentals Module 2: Your Colleagues centers on content found exclusively on the Catalyst platform.

If only a small number of participants are experiencing connectivity issues, you have the option to run the activity as scripted by pairing participants who can't connect with ones who can. In this case, instruct the connected partner to share their screen during the breakout discussion to display the Colleague page.

If many or all participants cannot access the Catalyst colleague feature, you can replace the main activity in this module with a different discussion:

Using the profile, ask all participants to turn to page FN-4 and look at the words in the two white circles adjacent to their DiSC quadrant (e.g. Accepting, People-focused, Empathizing, Receptive, Agreeable.) Instruct participants to choose *one* of those words that they strongly identify with.

Send participants into breakout room in pairs to discuss:

- Which word did you choose for yourself and why?
- To what extent do you identify with the word your partner chose? Is this an area of common ground or difference between you?
- How might these similarities or differences help you when it comes to working on a project together? How might they make things more difficult?

