



ACTION LEARNING GROUP

Facilitator Guide

Beginning

Potential questions to ask the Presenter at the beginning to really make sure everyone is clear about what the Presenter would like everyone to focus on.

- > In the X minutes we've got, what would you like us to focus on?
- > In the fewest words possible, describe this goal?
- > And how will you know when we've met this goal?
- > What would you like to be different by the end of this conversation?
- > What would be different for you if this goal were achieved?

During

There may be a need sometimes to refocus the conversation and you could ask:

- > Tell me more about how this relates to your goal?
- > Can I just check, we've spent some time talking about XYZ, is this still helpful to you?
- > I know at the outset, you wanted to focus our time on ABC, what's important to you right now?

You may also want to challenge the questions being asked to make them more open:

- > That sounds like a good line of questioning. How could you make that question more open?
- > There was a hint of advice or suggestion in your question. How could you rephrase that?

End

Ways to bring the set to a close:

- > We have 5 minutes left. How would you like to use the last 5 minutes?
- > In our last couple of minutes, you said you wanted XYZ. Where are you now?
- > And on a scale of 1-10 where are you?
- > And what would nudge that score up by 1?

It is always important to translate the set into actions:

- > What have you decided you want to do as a result of this conversation?
- > Okay, help me understand what you've got from this conversation today?
- > What would you like me to note down as things you'd like to get done before our next session?

