



ACTION LEARNING GROUP

Top Tips

To get the most from Action Learning,
here are some top tips:

Action Learning should be a safe space for people to express doubts, concerns, problems and vulnerability and as such, all participants should respect confidentiality at all times.

Before a session

- If you presented last time, what did you commit to and how will you report back to the set?
- If you had the chance to present today, what would you want to present on? This should be a live opportunity/problem that you would like to do some more thinking about.

During a session

- Remove all distractions to allow you to focus 100% on the session. If you're in person, this would mean no phones or computers. If online, close all other applications and turn off all notifications.
- Allow the presenter to take the time they need to explain the issue they'd like to discuss.
- Ask open questions (Who, What, Why, When, Where and How?)
- Be comfortable with silence
- Listen to what is said and unsaid
- Ask questions for the exclusive benefit of the Presenter
- Avoid judgement, making suggestions and giving advice
- Trust that the Presenter is a resourceful and capable person

After the session

- If you've committed to actions during the session, create the time and opportunity to complete them.

After the session continued

- Reflect more deeply on what you have taken from the session. What are your personal learnings, even if you didn't present?
- Respect the confidentiality of the space. Do not ask the Presenter how they are getting on with their issue unless they themselves initiate the discussion or ask for help.

Facilitator role

- Agrees how everyone will work together
- Holds the process to allow the presenter(s) to hold the content.
- Creates a safe and supportive environment for people to be vulnerable or explore sensitive issues
- Manages time
- Enables deeper reflection for both Presenter(s) and Participants
- Gently challenges where necessary
- Deploys additional Action Learning tools where helpful to the group
- Evaluates the process to identify ways to improve the experience for all participants

