1. **Action Learning**

To be offered at least once per month

The objective of Action Learning is to encourage the presenter to reflect and start asking themselves questions.

* An Action Learning activity should happen at least once per month.
* People get into groups of 4 to 7, and always remain in these groups, even on different days. All groups should have an equal number of people for timing considerations.
* Each person in the group has a chance to be in the ‘Hot Seat’. The person in the hot seat is known as the Presenter.
* The Presenter has the chance to talk about their project/ business, while other people ask them questions.
* Each presenter in the ‘Hot seat’ talks for 5 minutes about problems/ issues regarding their project.
* After the presenter finishes talking about their problem, they are asked questions from the rest of he group for a minimum of 20 minutes. The group does NOT offer advice, they ONLY ask questions.
* Whoever is asking questions should give the presenter enough time to answer each question.
* A group agreement with rules should be set out in the first Action Learning Set, and topics including confidentiality and effective listening strategies should be talked about. Groups should ask themselves questions including ‘What skills do I need to be an effective set Member?’, ‘How can we build rapport & relationship skills’, how can we improve our listening skills?’, and How can we ask better questions?’
* **RECEPIE** should be used during Action Learning Sets:
  + **R**esponsibility for oneself
  + **E**xperience-led, i.e. the problems presented are real problems
  + **C**onfidentiality - the only thing taken out of the set is the learning
  + **I** language is used
  + **P**rocess is addressed, as well as content. Attention is given to feelings, relationships and feedback
  + **E**quality of opportunity is ensured

**Question Examples:**

Short, open and simple questions:

What do you want?

How will you get there?

What’s the first step?

What could get in the way?

What do you need?

When will you start?

When you are not too sure what to ask next you could try:

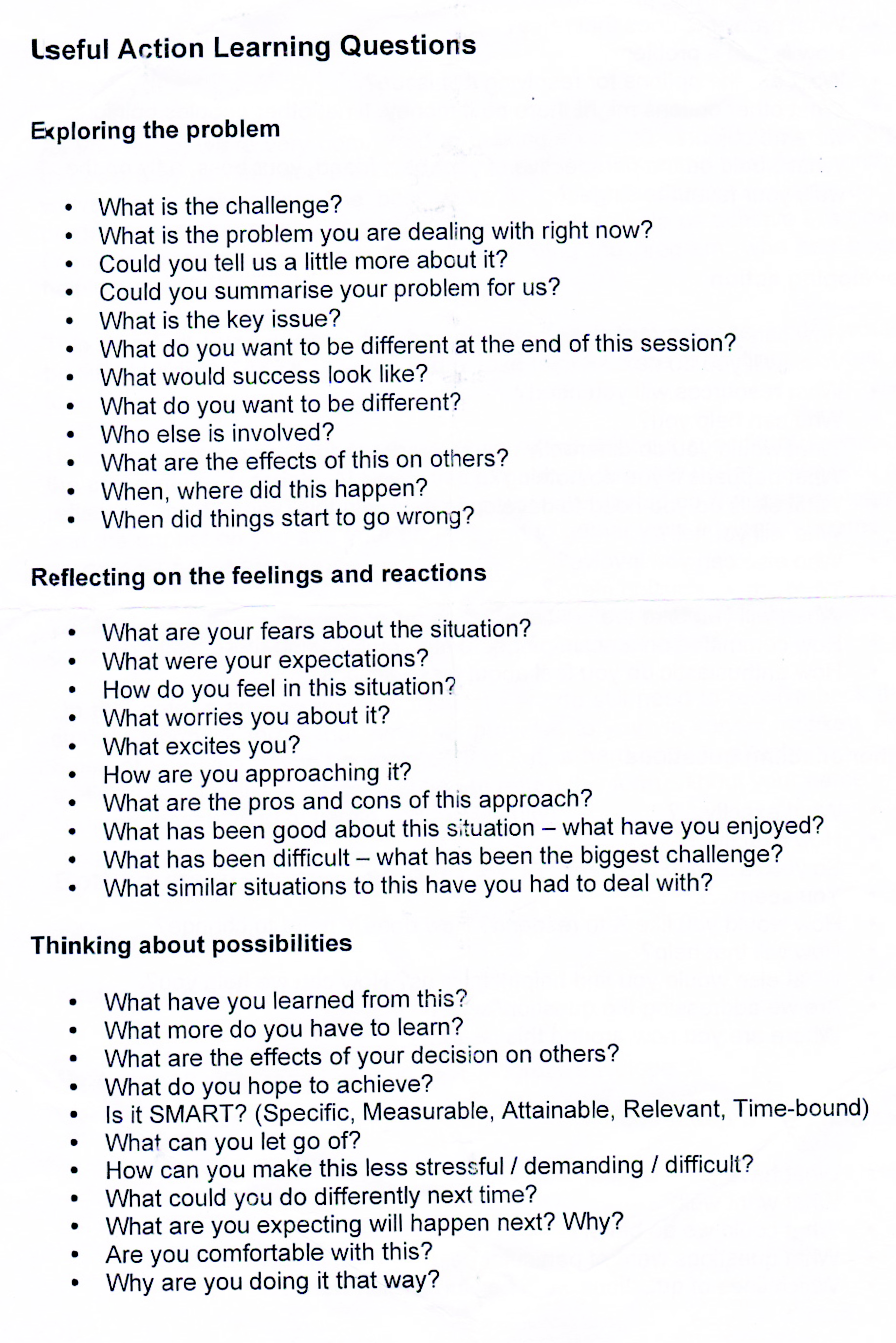
Where do we go from here?

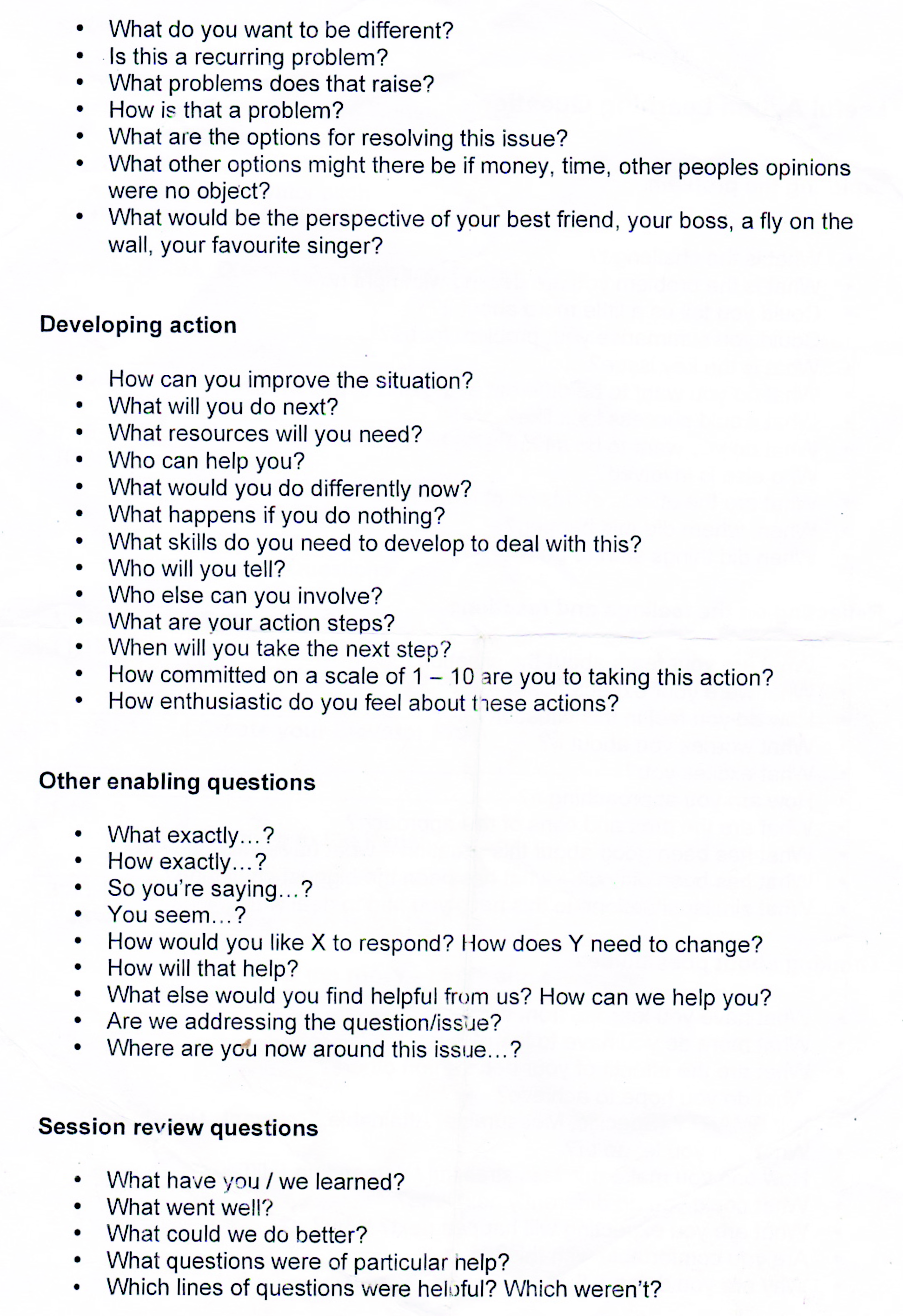
What would you like now?

What would help?

What else would you find helpful?

Are we addressing the question/ issue?

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