



# Action Learning Sets

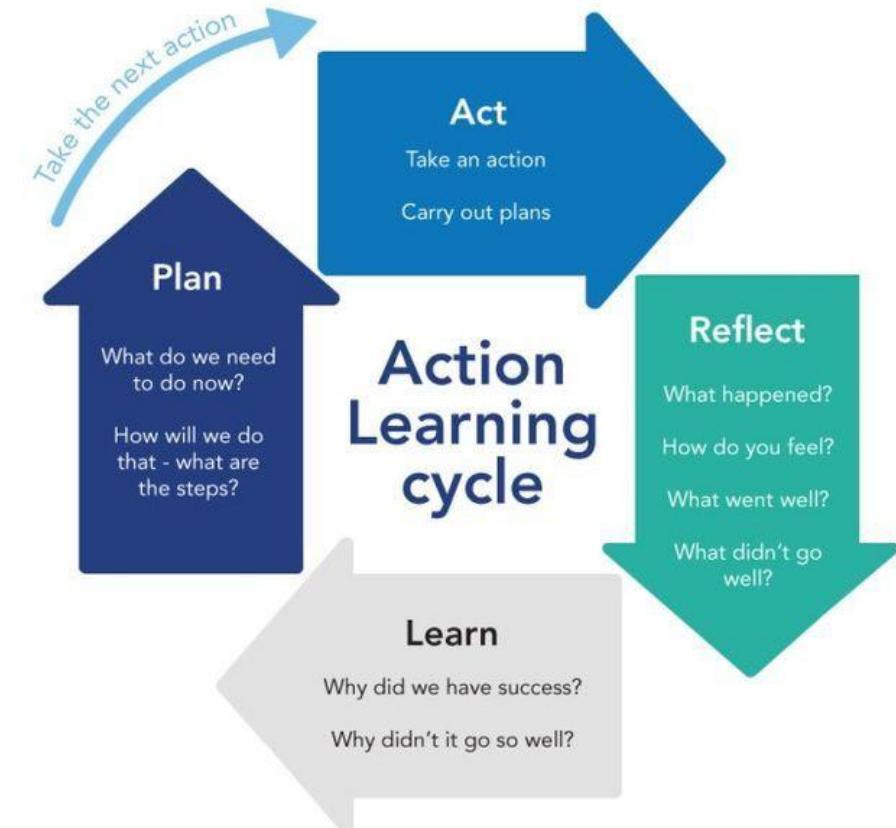
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# What is action learning?

- “Action learning is a process which involves working on real challenges, using the knowledge and skills of a small group of people combined with skilled questioning, to produce fresh ideas and reinterpret familiar concepts.”



# What are action learning sets?

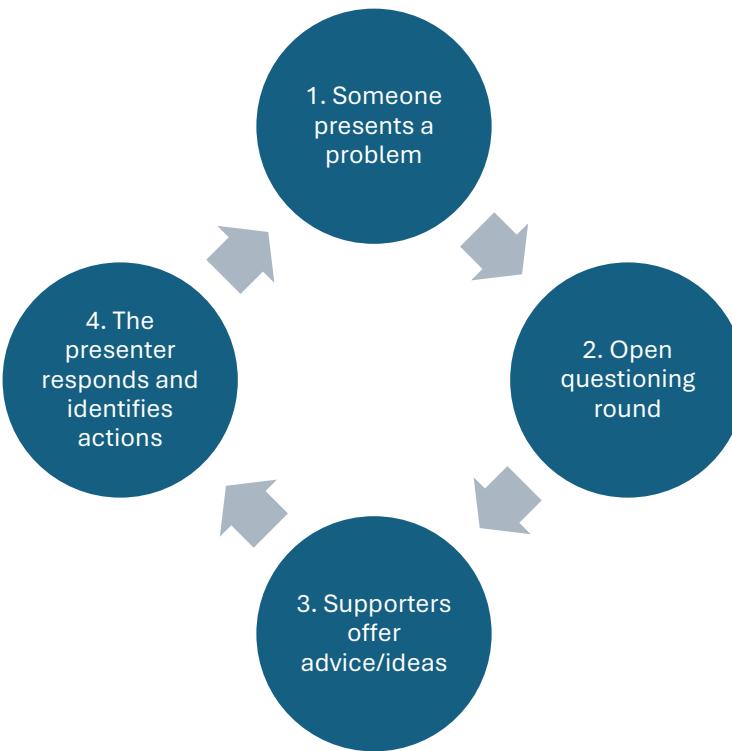
- Participants take it in turns to present a significant challenge facing them in their day-to-day work.
- Set members help work on the problem through supportive, but probing, questioning.
- It is not about members giving advice or trying to provide answers.
- The focus is on learning from experience and putting it into action.
- This offers the potential for rich, relevant and highly applied learning.

# Video

- <https://youtu.be/tNUIgG4T7RQ>

# The ALS process

Beginning: Follow-up from last time - action report updates



End: Brief group reflection on the session/process – things that went well and could be improved

# The role of the set members

- Listen actively and attentively
- Attentive to the feelings as well as the words of the presenter
- Do not intervene (unless an agreed part of the process)
- Ask questions that encourage the presenter to understand the problem for him/herself more clearly
- Are always supportive, encouraging and empathetic
- Never diagnose, recommend, interpose own agenda or give personal solutions
- Never judge or impose own values
- Even if set members can see a solution with great clarity they will refrain from giving advice or taking over the problem.

# Good questions

**Clarification >**

What happened?

What else can explain the situation?

What makes you say that?

What obstacles do you envisage?

**Probing >**

Can you explain?

How do you feel?

What assumption are you making?

How would you like it to be?

**Action >**

What are your options now?

What other possibilities exist?

Who else might know?

How could you find out more information?

# Three ground rules

1. Only one at a time
2. Counselling style
3. Safe to admit need