



NW HE Cross Institutional Action Learning

Action Learning: The Post-It Method

Facilitators were trained on the use of this method to ensure consistency in our approach.

Method:

- Set Members bid for time i.e. indicate they have an issue to present
- Set facilitator schedules time slots (usually time available / number of presentations!)
- Presenter tells their story. Set members listen and form questions relating to the issue (one per post-it).
- Once the presenter has “finished” the facilitator invites set members to offer their questions to the presenter.
- Each member presents (states the question and hands the post-it to the presenter) one question on a round robin basis. This process is followed until all questions have been asked.
- The presenter may choose to answer a clarification question immediately if they deem it appropriate.
- The presenter may group, categorise or discard questions as they see fit and when ready will address the questions that they wish to answer in the order they wish to respond. Set members may probe and follow up on responses.

Roles

Presenter:

- Presents their issue, responds to questions, seeks to move to action.

Facilitator:

- Allocates and manages time
- Facilitates the questioning process.
- Intervenes if presenters are being bombarded, interrogated or if any behaviour is displayed which they consider unhelpful in supporting the presenter to find their own way.

Set Members:

- Support and appropriately challenge presenters in order to enable them to explore their issue
- Ask helpful questions (with a focus on endeavouring to provoke insight for the presenter rather than solely seek clarification for the set member)
- Manages own behaviour and avoids telling and “advising”

Issues:

- Problems or challenges for which there are a number of options for action which will impact upon it.

