



How to best feed learning back into programs?

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- Mandate
- Services
- Attributes
- Lessons

Why learning matters?

- Space for change and adaptation
- Nature of decisions
- Role of evidence
- Expectations of lessons

What are lessons?

- Big & small changes
- Interpretation of evidence
- Learning styles - VARK
- Feedback and advice

How to deliver lessons effectively?

1. Relationship & trust
2. Purposive
3. Goal referenced
4. Balanced and honest
5. Formal & informal
6. Ongoing, consistent and succinct
7. Past, present or future oriented
8. Activation of all senses
9. Stories & metaphors
10. Scenarios & options

Key messages

Creating and fostering a reflective culture

1. Discuss the appetite for change and define learning space
2. Understand decision-making process and learning styles
3. Bring decision makers in the interpretation process
4. Provide constructive feedback rather than judgement and advice