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