



QuickPrompt – reminders about empowering

Life in a culture where interactive learning is not common can often produce the following actions in a training room environment:

- *a passiveness that waits for others to act,*
- *a fear of making mistakes so few answers are volunteered in case they are wrong and there will be some punishment,*
- *a desperateness to have the ‘right’ answer,*
- *a fear of being laughed and made to feel ‘silly’ or ‘backward’,*
- *a feeling that they have nothing useful to contribute*
- *a worry about offending those in ‘higher station’ than they are*
- *constantly looking for the ‘expert’ who knows the ‘right’ answers*

There are a number of key responses that we can make to these common actions within our training sessions to assist people to feel empowered by the process. These are:

- All people in the training are equally important, including the trainer
- All work is valuable
- All thoughts are worthwhile
- Our time together is valuable
- We will learn from everyone in the training room

This translates into the following training room actions:

- *Small group size – preferably <15*
- *Ice breaking helps to lighten the atmosphere*
- *Breaking up groups to break ‘cliques’*
- *Language support in an unobtrusive way*
- *Note key points to assist those with language difficulties*
- *Stop laughter at people immediately*
- *Ask specific people questions*
- *Expect a response from people*
- *People come up to the front to present their thoughts*
- *Move away from front to underline that good thoughts don’t have to come just from the front*
- *People report from various places in room*
- *Different people report from groups each time*
- *Use humour to lighten the atmosphere*
- *People to serve each other by setting up, cleaning up or similar wherever possible*
- *Display all work for some time*
- *Appreciate all work*
- *Ensure that no-one dominates or retreats*

