



Adult Learning Webinar: How to Create Learner- Centered Sessions

Wed May 22, 1pm PT

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Framing Question:

- Describe the most positive learning experience in workshops settings you have had the last five (5) years.
- Why was the experience positive?

‘Knowledge alone does not change behavior.’

Quiz Question:

Learning is Defined as. . .

1. Retaining facts accurately in long term memory
2. A change in behavior due to experience or continued practice
3. Successfully driving knowledge from core skills sets
4. Correctly replicating in a work environment techniques discussed in a training

Learning, Defined...

“A Change in Behavior Due to Experience or Continued Practice.”

Learning = Change

- Learning is adaptation to the environment
- Humans have a huge capacity for learning
- The ability to learn varies by individual
- Your job is to facilitate change through learning for individuals

Source: Telling Ain't Training, ASTD, Harold Stolovitch, Erica Keeps, 2006

Contemporary Historical Roots

- Adults prefer self direction
- Adults learn more easily when they can relate the learning to their past experiences
- Real life events dictate adult's specific learning needs and interests
- Adults are pragmatic in their learning – they seek an impact on life or work related situations

Andragogy = Unified Theory of Adult Learning (Malcolm S. Knowles, 1973)

We Teach as if Learning Were Like Filling up
an Empty Pot....



...When Actually, It Is a Very Complex and
Active Filtering Process

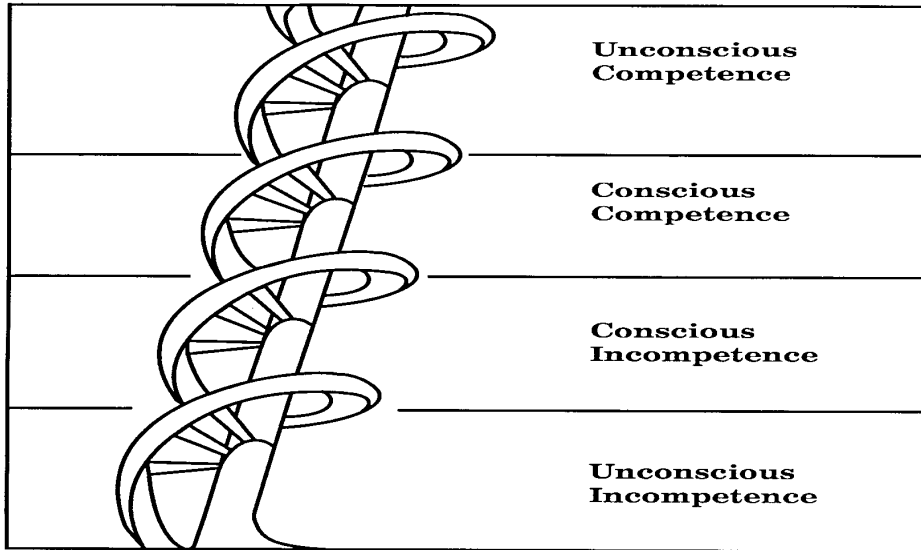


Quiz Question:

Subject Matter Experts Typically Are:

1. Consciously competent
2. Consciously incompetent
3. Unconsciously incompetent
4. Unconsciously competent

Stages of Knowledge



1. You do not know what you do not know.
(unconscious incompetent)
2. You know what you do not know.
(conscious incompetent)
3. You know what you know.
(conscious competent)
4. You do not know what you know.
(unconscious competent)

Mr. House - Hewlett Packard© 1993 Total Quality Learning, Inc.

Quiz Question:

Research Suggests People Learn Best When:

1. There is a lot of detailed content
2. They are shown how things are done
3. They see what's in it for the organization
4. They get to try things for themselves
5. They are told how things work

I Learn Best When...

Column A	Column B
<ul style="list-style-type: none"> • someone who knows something I don't explains and describes it to me • I observe a demonstration • I attend lectures in which an instructor presents information to me • I see what's in it for the organization • there is a lot of detailed content • what is presented to me is organized according to the logic of the content • I am shown how things are done • I attend long learning sessions • I am in a formal instructional setting • I am told how things work 	<ul style="list-style-type: none"> • I dialogue and discuss with someone who knows something I don't • I get involved and try things out during a demonstration • I attend sessions in which an instructor engages me in a two-way interaction • I see what's in it for me • there is minimal and meaningful content • what is presented to me is organized according to the logic of how I learn • I get to try things for myself • I attend short learning sessions • I am in an informal work and learning setting • I experience how things work

Source: Telling Ain't Training, ASTD, Harold Stolovitch, Erica Keeps, 2006

Quiz Question:

Which of the Following is NOT an Example of Active Involvement?

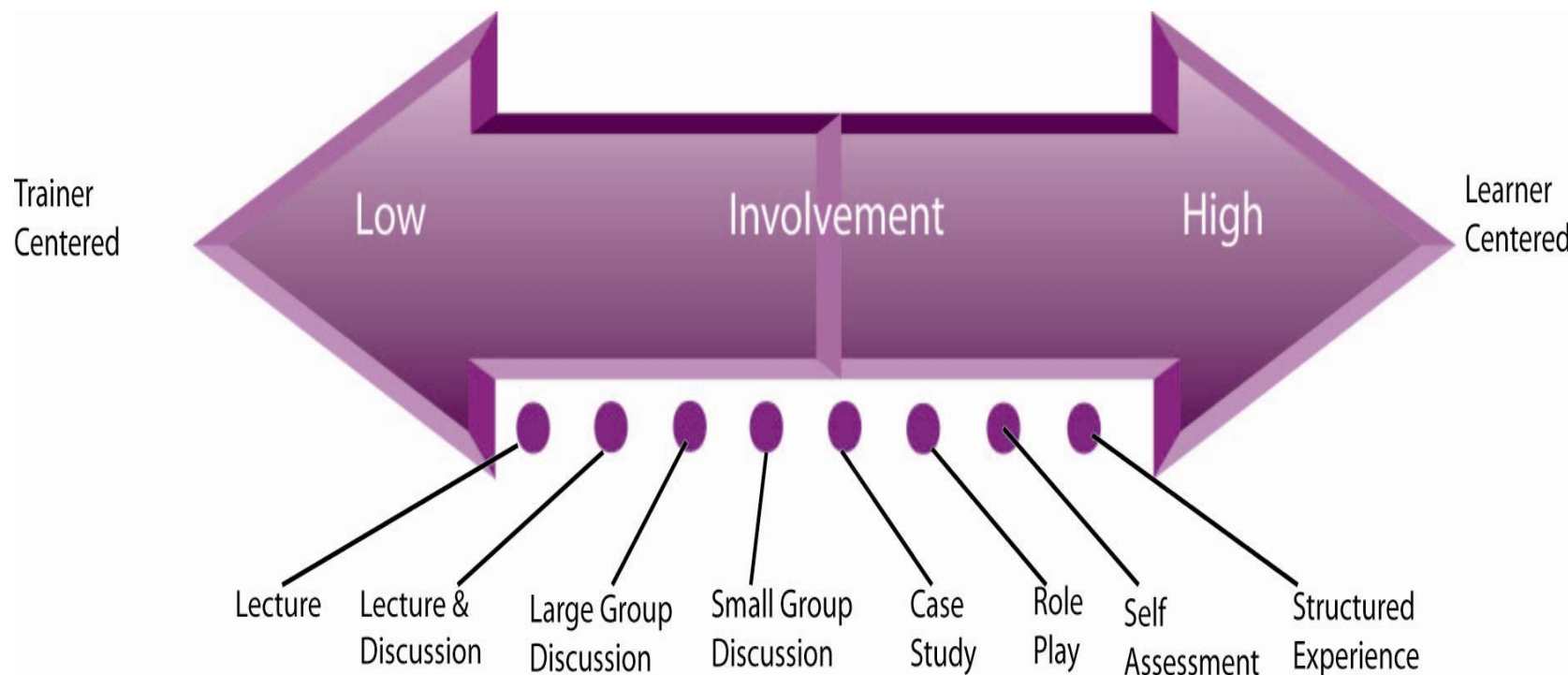
- a. Making a presentation
- b. Participating in a discussion
- c. Watching a demonstration
- d. Engaging in a simulation

Quiz Question:

From the Following Options, which is the MOST Learner-Centered?

- a. Case Study
- b. Role Play
- c. Self-Assessment
- d. Large Group Discussion
- e. Lecture

A Key Ingredient: The Level of Involvement



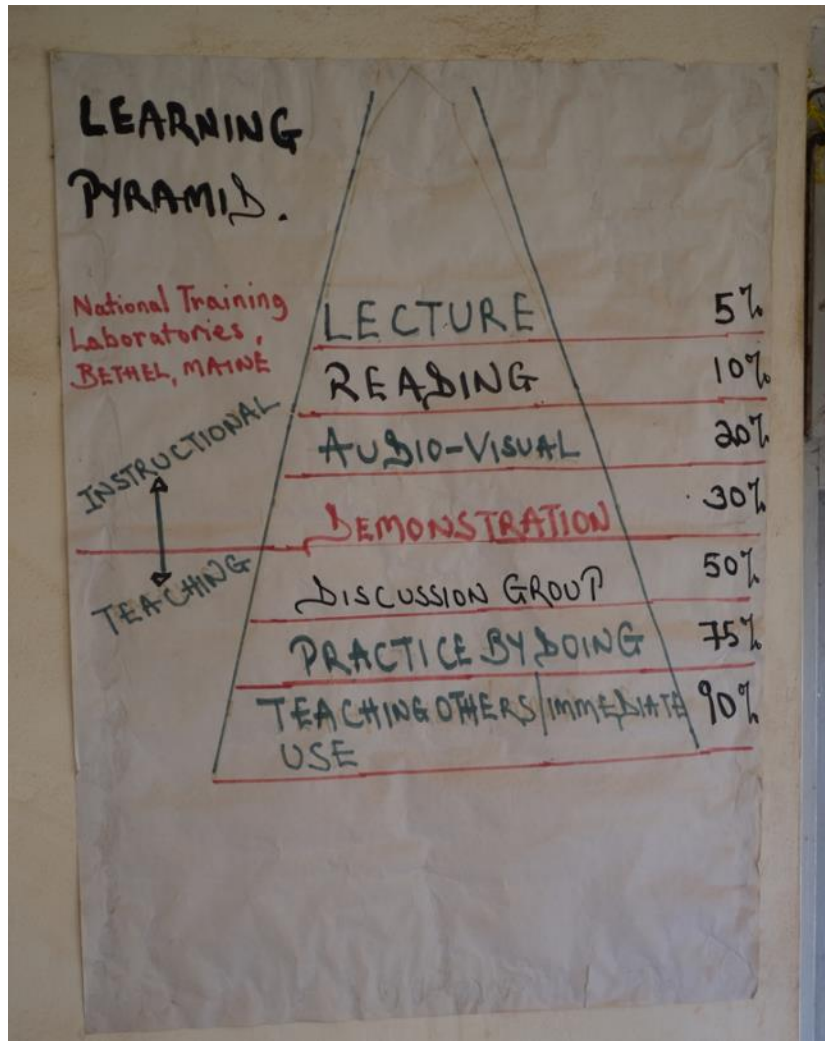
Source: Telling Ain't Training, ASTD, Harold Stolovitch, Erica Keeps, 2006

Quiz Question:

We Tend to Remember...

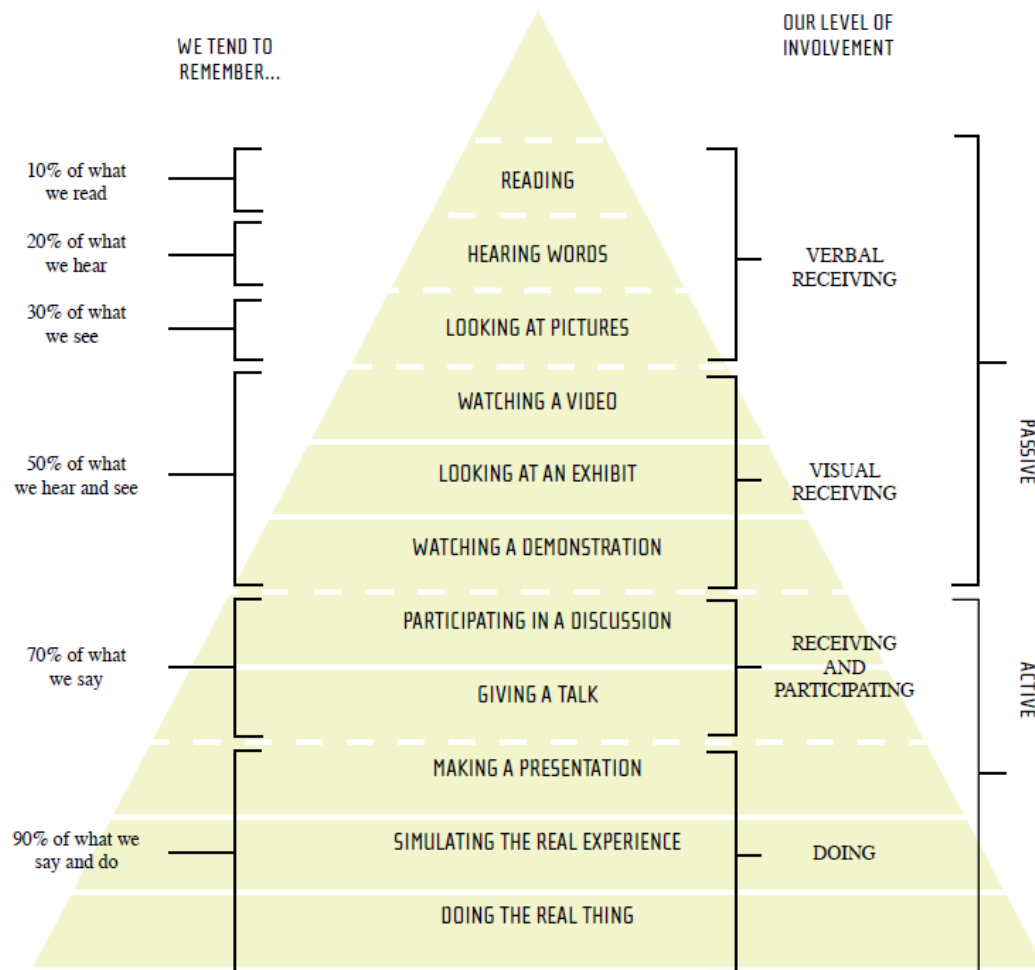
- a. 30% of what we hear
- b. 50% of what we read
- c. 20% of what we say
- d. 90% of what we say and do
- e. None of these is correct

Experience and Learning



Bugembe Health Clinic, Uganda; May 2019

Experience and Learning



NQC Training-of-Trainer Guide. New York State Department of Health AIDS Institute and the Health Resources and Services Administration HIV/AIDS Bureau. 2007.

Quiz Question:

Visual Learners Prefer, Enjoy, or Require:

- a. Written material to study new concepts
- b. A good joke or story they can repeat or tell to others
- c. Gestures when making a point
- d. Frequent breaks to rest their eyes
- e. Words to accompany a cartoon

Adult Learning Styles

- Visual Learners
- Auditory Learners
- Kinesthetic Learners

Presentations that are multi-sensory will increase learning and retention for most adults

Quiz Question:

A Standard Way to Keep People Engaged in Learning is to:

1. Summarize key points frequently
2. Use dramatic gestures to make points more forcefully
3. Ask good questions and allow people time to think and respond
4. Repeat key points numerous times to support short term memory

Questioning Strategies: A Method to Keep Learners Involved

- Which questions best reinforce your instructional goals?
- Develop them in advance
- Open or closed ended?

Questioning Samples

- What are all the ways you could incorporate this material into your workshop design?
- Which aspects of this training are most and least compelling for you?
- Does this segment on questioning help you? (how?)
- Why is it important to create questions in advance?
- What will be the difficulty in translating this material to your actual use?
- On a scale of 1-5, with one as low and 5 being high, how confident are you that you can incorporate these principles into your planning activities?

Quiz Question:

Which of the Following Physical Factors Affects Learning?

- a. Noise level
- b. Time of day
- c. Structure
- d. Room temperature
- e. All of the above

Adult Preferences Regarding a Learning Environment

PHYSICAL FACTORS

Learning Setting:

Noise Level
Lighting
Temperature
Time of Day
Structure

EMOTIONAL FACTORS

Social Needs:

Learn Alone
Learn with others

Motivation:

Extrinsic
Intrinsic

LEARNING FACTORS

Learning Styles:

Auditory
Visual
Kinesthetic

Quiz Question:

Left Untreated, Information Disappears
from Short Term Memory in:

1. 3-5 minutes
2. 60 seconds
3. 30 seconds
4. 15 seconds
5. None of the above

Short-Term Memory

- Information that passes our filters needs to be stored and organized
- Left untreated, information disappears in 15 seconds or less
- Research suggest 5-9 “chunks” of information can be stored in short term memory
- Chunking information

Source: Telling Ain't Training, ASTD, Harold Stolovitch, Erica Keeps, 2006

Quiz Question:

Which of These Learning Conclusions Is False?

1. Adults resist situations where they are not treated with respect
2. Adults will strive to do their best when they are physically comfortable
3. Adults prefer a serious, no nonsense tone to maximize learning
4. Adults prefer practical results from learning
5. Teachable moments are determined by that adult's needs and interests

Lecture

“When the instructor’s notes become the student’s notes without passing through the minds of either of them!”

Learning Is Made Easier When

1. A climate that induces interest and participation exists
2. The “learner” is ready to learn
3. The learner knows the terms and principles involved in the task
4. The learning experiences are arranged in a logical order
5. As many senses as possible are involved

Learning Is Made Easier When (cont.)

6. The learner can relate the new experience to previous experiences
7. The learner's efforts are reinforced
8. The timing, duration and location of the learning experience are appropriate



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