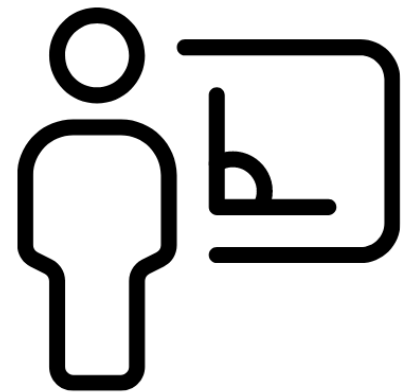


Instructors Guide



On the following pages is a sample module from our Instructor Guide. It provides the instructor with a copy of the material and a Lesson Plans box.

The key benefit for the trainer is the Lesson Plan box. It provides a standardized set of tools to assist the instructor for each lesson. The Lesson Plan box gives an estimated time to complete the lesson, any materials that are needed for the lesson, recommended activities, and additional points to assist in delivering the lessons such as Stories to Share and Delivery Tips.



The path to greatness is along with others.

Baltasar Gracian

Module Two: Setting the Right Group Dynamics (I)



Most people belong to groups. Groups may be formal, such as work groups, or informal, like book clubs. The success of any group depends on its dynamic. Group dynamics are how the members of the group interact. Leaders have a responsibility to establish a strong foundation in groups. Setting the right dynamics in communication, collaboration, and sharing, will improve the success of the group and enhance social learning.

Communicating



No group can be effective without constant and effective communication. It is essential that all members of the group understand this concept. The methods of communication will vary with each social group. Some large groups will require more centralized communication than other groups do. Many smaller groups benefit from open communication. This allows all members to actively communicate and share ideas, which encourages creativity and builds teams.

Open Communication Strategies:

- Be positive and respectful
- Be open and honest
- Adjust your communication style for a diverse group
- Give feedback immediately, especially when in a leadership role

Estimated Time	10 minutes
Topic Objective	Introduce digital communicating.
Topic Summary	Communicating

	Practice communication.
Materials Required	Worksheet 1-Communicating
Planning Checklist	None
Recommended Activity	Break into pairs and follow the directions in the handout.
Stories to Share	Share any personal or relevant stories.
Delivery Tips	Encourage everyone to participate.
Review Questions	What is essential for an effective group?

Collaborating



Collaborating is an important part of any group dynamic. When done correctly, it spurs success. When done incorrectly, it can lead to failure. Anytime you work with another person, you are collaborating. When you are working collaboratively, expect to hear many different viewpoints. Embrace the diversity and creativity of your group, and never cut people short.

How to Collaborate:

- **Listen carefully:** Listen to the ideas that other group members share.
- **Ask questions:** Ask for clarification.
- **Commit to the group:** Focus on the success of the group rather than your ego.

Estimated Time	5 minutes
Topic Objective	Introduce collaborating
Topic Summary	Collaborating Discuss collaboration tips.
Materials Required	Flipchart/board and marker
Planning Checklist	None
Recommended Activity	Share strategies that you have found effective when collaborating. List these on the flipchart/board.

Stories to Share	Share any personal relevant stories.
Delivery Tips	Encourage everyone to participate.
Review Questions	What will spur success?

Sharing of Best Practices



All groups and organizations can benefit from best practices. A best practice is any practice that consistently delivers positive results. Group members have an opportunity to identify and share best practices. In a group setting, it is important to promote cohesion within the group and gain the involvement of all participants. There are several ways to identify and share best practices:

- Meetings
- Social network sites
- Blogs
- Newsletters

All group members should have the opportunity to share their best practices, and all information shared should be treated with respect.

Estimated Time	7 minutes
Topic Objective	Introduce the concept of best practices and how to share them.
Topic Summary	Sharing the Best Practices Discuss ways to share best practices.
Materials Required	Flipchart/board and marker
Planning Checklist	None
Recommended Activity	As a group, discuss ways that you share best practices. List the methods that you find effective on the flipchart/board.
Stories to Share	Share any personal, relevant stories.
Delivery Tips	Encourage everyone to participate.
Review Questions	What is a best practice?

Refining Ideas



Effective groups will be able to discover and refine ideas. This change will produce constant growth, which will help the group reach better solutions. The process of refining ideas makes them clearer and more specific. There are many ways to discover and refine ideas:

- **Brainstorm:** List ideas as a group and then discuss which ones are best
- **Narrow a topic:** If ideas are too broad, work together to narrow the topic
- **Ask questions:** Ask who, what, where, when, and why about each idea.

No matter which method you choose, make sure everyone is involved in the refining process.

Estimated Time	9 minutes
Topic Objective	Introduce the concept of refining ideas.
Topic Summary	Refining Ideas Practice refining ideas.
Materials Required	Worksheet 2-Refine
Planning Checklist	None
Recommended Activity	Complete the worksheet individually. Share your answers with the rest of the class.
Stories to Share	Share any personal, relevant stories.
Delivery Tips	Encourage everyone to participate.
Review Questions	What is required to refine ideas?

Practical Illustration



Devon was leading a team tasked with finding a way to recreate the company's brand. He had a definite direction in mind. In the first meeting, he asked members to brainstorm and refine strategies. Devon immediately dismissed any comments that conflicted with his preconceived ideas. On the second day, he again dismissed any ideas that conflicted with his. By the third day, he noticed that the group was no longer very communicative, which annoyed him. At the end of the week, he was complaining that he might as well finish the project himself.

Module Two: Review Questions

1.) When should feedback be given?

- a) **Immediately**
- b) Only at set times
- c) At the end of the day
- d) At the beginning of the day

Feedback should be given immediately. This is a necessary part of open communication, and it helps keep an open dialogue.

2.) What type of communication helps facilitate idea sharing?

- a) Closed
- b) Direct
- c) **Open**
- d) All types

Open communication creates a dialogue. This is the type of communication that facilitates the sharing of ideas.

3.) What should be expected in collaboration?

- a) Teamwork
- b) **Diversity**
- c) Homogeneous teams
- d) Nothing

Collaborating will bring diverse groups of people together. The diverse peoples and ideas should be embraced.

4.) What should be the focus when collaborating?

- a) Ego
- b) Personal growth
- c) Gaining skills
- d) **Group success**

Collaboration may be connected with learning new skills. The focus, however, should be on group success.

5.) Who should share best practices?

- a) All members
- b) Leaders
- c) Top members
- d) Researchers

The best practices of all people should be shared. This should not be limited to those in leadership.

6.) What is Not a method used to identify and share best practices?

- a) Meetings
- b) Blogs
- c) Newsletters
- d) Brainstorming

Brainstorming is a useful tool, but the other answers are effective at sharing best practices.

7.) How often should feedback be given?

- a) Daily
- b) Constantly
- c) Weekly
- d) It does not matter

Feedback needs to be constant. This provides the information necessary to create change.

8.) What is the first step to refining ideas?

- a) Ask questions
- b) Narrow topics
- c) Brainstorming
- d) Build community

Brainstorming generates ideas. These ideas are refined through asking questions and narrowing topics.

9.) The success of any group depends on its _____.

- a) Numbers
- b) **Dynamic**
- c) Direction
- d) Leader

The success of any group depends on its dynamic.

10.) Which of the following are qualities of open communication?

- a) Respect
- b) Openness
- c) Positivity
- d) **All of the above**

Open Communication Strategies:

Be positive and respectful

Be open and honest

Adjust your communication style for a diverse group

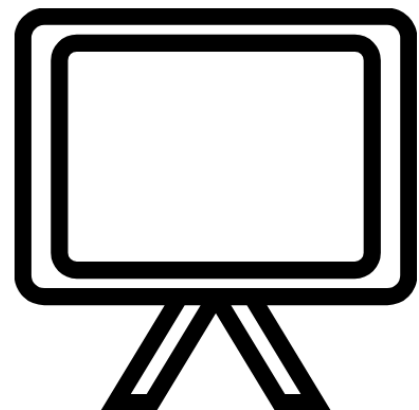
Give feedback immediately, especially when in a leadership role

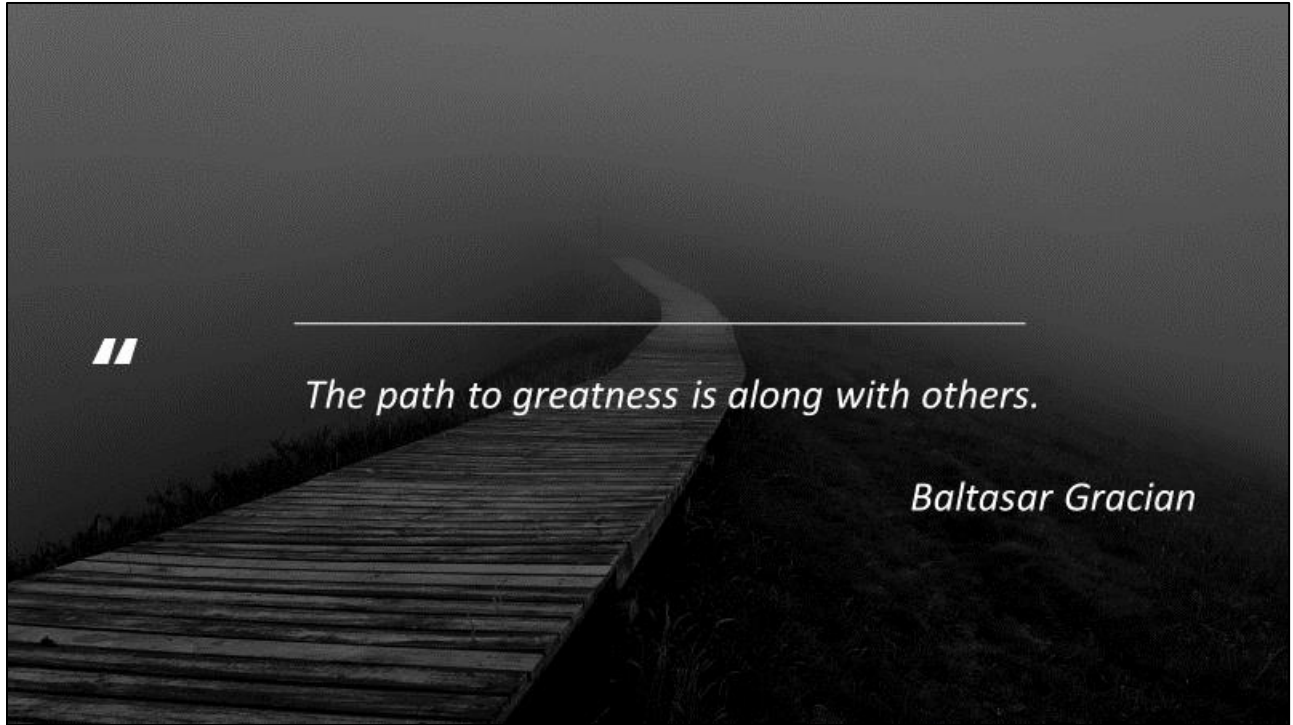
PowerPoint Slides



Below you will find the PowerPoint sample. The slides are based on and created from the Instructor Guide.

PowerPoint slides are a great tool to use during the facilitation of the material; they help to focus on the important points of information presented during the training.





“

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Baltasar Gracian

MODULE TWO

Setting the Right Group Dynamic (I)

Setting the right dynamics in communication, collaboration, and sharing, will improve the success of the group and enhance social learning.



Communicating

Be positive and respectful

Be open and honest

Give feedback immediately

Collaborating

- Listen carefully
- Ask questions
- Commit to the group





Sharing of Best Practices

Meetings

Social network sites

Blogs

Newsletters

Refining Ideas

- Brainstorm
- Narrow a topic
- Ask questions



Practical Illustration



- Communicating
- Collaborating
- Sharing of Best Practices
- Refining Ideas

Module Two: Review Questions

1. When should feedback be given?

A. Immediately

B. Only at set times

C. At the end of the day

D. At the beginning of the day

Quick Reference Sheets



Below is an example of our Quick Reference Sheets. They are used to provide the participants with a quick way to reference the material after the course has been completed. They can be customized by the trainer to provide the material deemed the most important. They are a way the participants can look back and reference the material at a later date. They are also very useful as a take-away from the workshop when branded. When a participant leaves with a Quick Reference Sheet it provides a great way to promote future business.



Social Learning Quick Reference Sheet



Recognizing Teaching Moments

Teaching moments are often more effective than traditional teaching methods because they are organic learning opportunities.

A teaching moment can occur at any time; it is a chance to teach through demonstrating skills or sharing information. For example, someone who understands how a computer system works can coach a person who may be having problems in that area. Teaching moments occur every day, so it is important to keep an eye out for moments when you can teach others. They are essential to social learning success.



Safe to Share Environment

Any criticism must be constructive in order for it to be effective. If people do not feel they are safe sharing information, they will keep their knowledge and ideas to themselves

Tips for constructive criticism:

Avoid personal criticism



Use a professional tone and language



Be empathetic



Allow people to respond to criticism



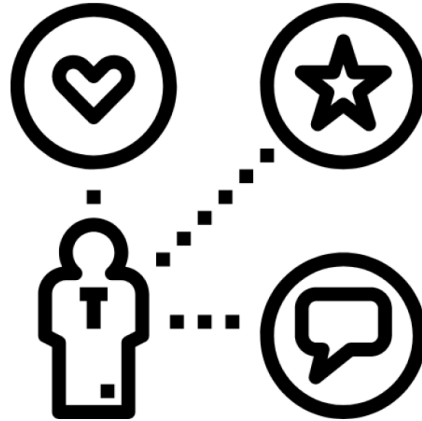
Encourage all people to share and respond to each other constructively. A few ground rules should encourage civil behavior.

Social Interactions

Social settings and interactions require basic social skills. This may seem like common knowledge, but there may be times when you will have to remind people to behave and assess their social skills. There are basic social skills that people need to master in order to make sure that the social interactions in the group go smoothly. Basic social skills include:

- Listening to other people
- Expressing positive thoughts or feelings in a civil manner
- Expressing negative thoughts or feelings in a civil manner
- Making requests
- Appreciating people and thanking them

Where there is a lack of basic social skills, social interactions in the group may suffer. Social skills training can improve social interactions for those who may be lacking in them.



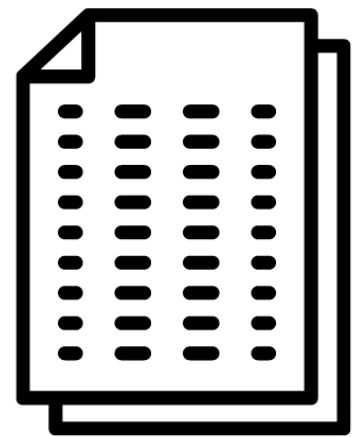
Handouts



Each course is provided with a wide range of worksheets.

Worksheets help check your participants' understanding. If a lesson calls for a worksheet, it will be listed in the Lesson Plan box under Materials Required. All worksheets are customizable and can be found in the Appendix of the Instructor Guide and the Training Manual.

As a trainer, icebreakers give your participants the opportunity to get to know each other better or simply begin the training session on a positive note. Icebreakers promote collaboration, increase engagement, and make your training more light-hearted and fun. Below is an example from the Icebreakers folder.



Sample Worksheet 1

Communicating

One participant is a team leader and the other a team member. Brainstorm charities for the company to support. The team leader must give immediate feedback. If there is time, switch roles.

Icebreaker: Hello, My Name Is...

Option 1:

Method: Perhaps the easiest, most obvious and often overlooked icebreaker.

Ask each member of the training event to introduce themselves by saying *Hello – My Name Is...*

Then encourage the rest of the group to ask the trainee questions. To illustrate:

- Where do you live?
- What is your job?
- Where did you go to school?
- Etc.

This exercise also encourages questioning and listening skills within the group.

Discussion Questions

1. Did anyone feel uncomfortable doing this exercise? If so, why?
2. How can this exercise help us during today's training event?

Time: Maximum time 15 minutes

Option 2:

1. Ask the participants at each table to answer the following questions:
 - a. Why are they here?
 - b. What is their level of experience with social learning?
 - c. What do they hope to get from this class?
 - d. What is the most interesting thing they have ever done in their lives?
2. Have someone be designated a scribe and have them jot down the answers to question C above.
3. On a separate piece of paper, have them write down the most interesting thing done from only one table member.
4. Have the scribe hand the note with the answers to question C to you.
5. Have the scribe stand and introduce the table to the class.

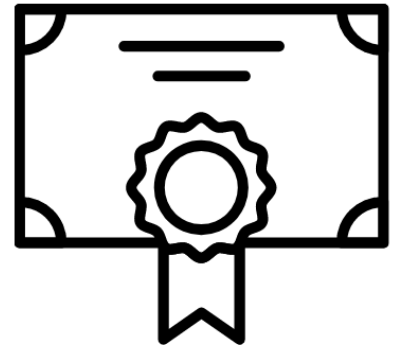
6. Then have the scribe share the most interesting thing from their group.
7. Have the class guess whom that person is, which did the most interesting thing.
8. Go around to each table until all have given you their answers to question C and shared their most interesting thing.
9. Debrief by sharing all the answers to question C with the class.

Thank participants for sharing.

Certificate of Completion



Every course comes with a Certificate of Completion where the participants can be recognized for completing the course. It provides a record of their attendance and to be recognized for their participation in the workshop.



CERTIFICATE OF COMPLETION

[Name]

Has mastered the course
Social Learning

Awarded this _____ day of _____, 20____

Presenter Name and Title
