

LEARN and "trous en formation"

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"Marker" is a regular column in Coyote, hoping to encourage debate, questions and a certain regard. For reasons of space, this "Marker" is more digital than in the previous edition. Normal service may resume in the next issue.



LEARN = Customer service complaint handling?

Did you know that the acronym LEARN stands for Listen, Empathise, Apologise, React and Notify? No, neither did I – until I started writing this. It is used to help those who have to deal with customer complaints, to show how they should react in a nicely efficient way to those customers who are brave enough to face up to the capitalist Moloch.

During the process of writing a publication about one-to-one learning support my friend and colleague Monika Kėžaitė-Jakniūnienė and I were researching and comparing lots of experiences drawn from practice together with ideas, concepts and models. For instance, we included coaching models like GROW (Goal, Reality, Options Way forward) and CLEAR (Contracting, Listening, Exploring, Action, Review), plus the feedback model the Johari Window. Still, we were not able to find a simple (not simplistic!) model to describe a learning process. After periods of intense thought, meditation and walking the dog we arrived at a point of clarity when the "MonMar LEARN Model" suddenly appeared (MonMar = Monika & Mark ;o)). After testing it with some willing victims we came to the conclusion that it could be worth sharing with others.

This admittedly basic model attempts to describe an experiential learning process from the start to finish. Learning is NOT a linear process – each level is connected with the others and it is possible to go forwards and backwards, for example, to be at A and then jump back to L. That's life.

We used the word LEARN as an acronym from which to build. What other words could you use as a basis for such a concept?

- LEARN**
- live it!
 - experience it!
 - awareness increasing!
 - record your findings!
 - name your learning!

Within discussions with a learner it can help orientate comments, feedback and questions – as the following example shows:

Model	Explanation	Questions/Comments
L – live it! (Note: these two parts are very strongly linked)	Stressing the importance of being in "the here and now", be focused on what is happening.	What happened? Where? When? Who was involved?
E – experience it!	Getting fully into the experience, try things, experiment.	What did you do? What did you try to do? What did others do? How did they react to you and your actions?
A – awareness increasing!	Connect what is happening to sensations, feelings and more cognitive processes.	What was going on inside of you at that time? How did that feel? What was successful? What didn't work? (Maybe even: I noticed that...)
R – record your findings!	Write, draw, speak, film the ideas coming to mind. It is important not to forget.	Describe your conclusions. Now you have come out of the experience – what does it mean for you?
N – name your learning!	Naming the knowledge, skills and inner readiness gained is important for oneself and so that others can also understand what is meant.	What have you learned? What would you put in an email/ in a letter to your parents /on Facebook / in a CV to describe what you learned? How would the results be different?

Monika would be very happy to hear what you think about this model.

Trous en formation?

All over France you will find this road sign. In such a context, it means "holes in the making" so your car will not actually fall into a pit. There are just some problems which could become larger if nothing is done about them. So why do I show you this? Well, one of the words for "training" in French is "formation" and I have been wondering for quite a while whether it would be possible to make a little joke along the lines of "holes in training". Or even use it for the introduction to an evaluation session. Never even thought of making fun of participants by welcoming them as the "holes" though...

So, francophiles – a question for you! How would you use this sign?



And finally

Thanks to those who write or give informal feedback. Next time we consider the "pataphysics of inner readiness"...
Hey Olivier, did you find Heidegger here?

Sounds, words, inspirations

Daft Punk, "Face to Face"
www.youtube.com/watch?v=dKJfJMMsqX4
(accessed 18.06.2014)
It's not hard to go the distance when you finally get involved face to face

JD Twitch featuring Killa P, "Skeng Teng" (Tapes remix) [Bucky Skank]
www.youtube.com/watch?v=brzU2oqe14k
(accessed 18.06.2014)

Eliot Fisk & Paco Pena: Tiny Desk Concert
www.youtube.com/watch?v=PDdudDaWdqY#t=106
(accessed 18.06.2014)

Wilko and Roger Daltrey live in concert
www.youtube.com/watch?v=X3oAaElKxKs (accessed 18.06.2014)

Freak Power, "Tune in, turn in, cop out"
www.youtube.com/watch?v=7_O6BWniZwY
(accessed 18.06.2014)

Christian Alexander (2012), L.e.a.r.n....
Conflict resolution and guest services
www.slideshare.net/ChristianAlexander1/learnconflict-resolution-and-guest-services (accessed 18.06.2014)