

Guidance on virtual action learning

- Make time for virtual action learning - just because you are not travelling to a session don't try to squeeze action learning into a busy schedule. The session will last up to three to four hours but book at least 20 minutes in your diary before and after, so you have time to prepare and to reflect on your learning.
- Participate from a quiet location and ideally where you are not visible to others. Ideally you should use a headset that covers both ears. The headset increases your ability to concentrate on what is happening in the virtual space and minimises background noise for the other set members.
- Sessions last for up to three to four hours (with a short break) so keep a supply of non-noisy snacks and drinks handy.
- Decide where it is best for you to be for the session - a space that aids reflection.
- If you are at your desk, it is best to clear away clutter and anything that may distract you.
- Feel free to make empathetic noises. Just as you would nod or smile to give the presenter reassurance in a face to face meeting - it's good to respond verbally to reassure and support the presenter.
- Don't follow telephone conferencing etiquette. Some organisations have developed very bad habits! Virtual action learning is very different from normal telephone conferencing. Your facilitator will guide you on the difference.
- Don't feel you have to interrupt the silence. The power of virtual action learning includes holding that space between you which allows for reflection.