

## **ACTION LEARNING: UNDERSTAND WHAT IT IS AND ITS RELEVANCE TO COMPANIES**



The human mind learns in different ways: reading, listening, seeing, debating the subject... all this contributes to the acquisition of knowledge. And when we practice something, then we perpetuate the learning cycle. In the corporate world, we call this practice Action Learning, did you know?

According to the theory called Learning Pyramid by William Glasser, the degree of learning depends on the type of action that is performed. We can passively learn by reading, listening and watching, but we absorb much more when we actively participate in action, whether putting it into practice or teaching someone else.

In this case, the level of learning from practice is 80%. Although the American psychiatrist's theory has been applied to the field of education, it also fits perfectly into the workplace.

### **What is Action Learning?**

Before the explanation, it is convenient to translate the term, right? In Portuguese, "Action Learning" is equivalent to "learning through action".

It is a methodology aimed at solving problems that require the performance of a group of professionals committed to the search for a solution. The most outstanding

aspect of this method is that professionals learn while solving the problem.

It is a process in which all its facets have the same degree of importance: solving the issue, defining actions and promoting learning.

### **How does the methodology work?**

The methodology consists of small group meetings, with a minimum of 4 people and a maximum of 8. In these meetings, the objective is to address real and sometimes urgent problems. The sense of importance given to the situation is what drives the development of the professionals involved and channels their efforts towards the solution. It is essential that there is diversity in the class, also because the questions of the less experienced can generate important reflections and discoveries!



In general, the methodology works as follows:

- To achieve these goals, the group works with questions and answers. Anyone present can ask and the way of asking questions will improve throughout the process. However, any statement can only be made through a question, which can be addressed to a specific person or in an open way to the group so that everyone can answer;
- The presence of a specialized and qualified person is essential to do the work of tutoring the class, conducting the meeting according to the methodology and favoring learning (in this case, a certified action learning coach).

The session involves the following steps:

- Presentation of the Problem
- Exploration for Understanding
- Problem Consensus
- Actions for the solution
- Reflections and Learning

In action learning, action and learning are intertwined and inseparable. This is the main premise of the methodology.

Furthermore, the purpose is not only to foster individual development, but also of teams and the organization. Even if the questions are attributed to a specific person, it is a collective effort that generates results for everyone.



### **What are the benefits of Action Learning?**

Problem solving and learning are already great advantages, but the implementation of this methodology brings even more individual and collective benefits. See below!

For the company

There are many adversities that can arise in the day to day of organizations and no company is exempt from this. Regardless of the size of the problem, action learning emerges as a resource capable of:

- Solve obstacles in an agile, efficient and collaborative way;
- Promote knowledge sharing among employees;
- Promote employee engagement, active participation and productive questioning;
- Encourage innovation;

- Develop high performance teams;
- Work on constant learning (lifelong learning).

For the team

Teamwork is favored in the face of a methodology that works together for groups. Therefore, the advantages for the teams are:

- Improves team performance and integration between members;
- Streamlines decision making;
- Increases trust among team members;
- Develops a sense of sharing and cooperation;
- It values diversity.

For individuals

Each professional has their particular way of learning and solving adverse issues, this is a fact. Still, action learning does not fail to benefit individual employees, after all:

- Promotes the development of leadership skills;
- Develops communication skills;
- Fosters self-confidence;
- Helps in the development of emotional intelligence;
- It allows the professional to be heard, no matter what the hierarchy of the company.

### **Why is Action Learning so relevant to your company?**

Going through a real action process is very different from training, do you agree? As we pointed out at the beginning of the text, practice represents 80% of human learning, so it is evident that "getting hands on" is above any simulation.

In addition, the fact that the process is guided by a person qualified to do so guarantees the effectiveness of the methodology.

A very common demand in organizations is agility in problem solving, which ends up generating in people a natural behavior of focusing on the solution, without first having the proper clarity of what the real problem they are trying to solve is. This makes people often find superficial solutions to situations that are just consequences of other problems, generating the feeling that they were agile, but did not discuss in depth what really matters, the root causes.

Maristela Gorayb  
Certified Action Learning Coach, Brazil  
[maristela@unblur.com.br](mailto:maristela@unblur.com.br)  
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