

Discovering Action Learning for the first time ... or using it to change culture !

I took part in a certified Action Learning training of the first Polish group. My expectations about the training were high and met by 150%. Why 150%? Because I got more than I expected. I assumed that the training would show me a new method and I would be professionally prepared to use it and this expectation was met. I did not, however, expect that Action Learning could have such a deep application and impact on several levels at the same time- it really works like this. Individual benefits from my participation include intense reflection and broadening my self-awareness about my strengths and areas for improvement as well as practical training of the key competences necessary in the work of a coach and trainer, e.g. asking inspiring questions, broadening the perspective, accepting diversity etc.



Nonetheless, the greatest positive surprise was what happened at the team level: integration, bonding, changing the way we see each other's areas of work and finally coming up with a new strategy of future cooperation that we are currently implementing in our every day operations. Bea, Tom - thank you! This was a very inspiring week for me.

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The New York Public Library has used Action Learning effectively to address complicated change management issues with a minimum of emotion and maximum impact. The Action Learning model allows each leader to look at their own contribution to the issue



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at hand, then work together to find a solution that will drive the desired result.

Recently, we used Action Learning to address the following problem: "The members of the team do not trust each other." What could have been a tense situation full of blame became a productive

question and answer session that delivered a clear and precise action plan that is already proving to deliver stronger results.

We have been working with Action Learning for close to a year now, having had our Learning team certified. Over the past few months, we are changing the culture of the Library to be one of asking questions to find solutions. We are very pleased with both our partnership with Dr Carson and the certification program...in fact, we will be certifying more coaches this coming December.

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