

# Active Learning Panel

Facilitation guide and question set

## Contents

Notes for facilitators	1
During the panel	1
Welcome and introductions	1
Unpacking the topic	2
Summarising the feedback	4
Final questions	5
Conclusion	5

## Notes for facilitators

- Facilitator leads on the welcome and introductions, and on unpacking the topic.
- Note taker leads on the summarising the feedback section.
- Notes for facilitators or note takers are in standard text and surrounded by a text box.
- Text to support facilitators or note takers with exact wording and questions are in italics.

The script element of this guide should be used to help to keep to time and ensure that key information is shared with participants relating to privacy and confidentiality. But facilitators should not feel restricted by the script layout and should ensure that they use the opportunity to build rapport with participants.

## During the panel

### Welcome and introductions

This section should take about five minutes

- Welcome all participants, thank them for their attendance and address housekeeping.
- Purpose and theme:

**Facilitator:** *To set the scene for you today, the background about what we're hoping to achieve today is ...*

*We would really like to hear your views about ... so that we can build your thinking into our own thinking as we continue to develop the project... Our key motivation is to ensure that we understand what matters to you and how we can consider those views within the scope of the project ... [Tailor value statement to your project.]*

*Just to let you know at this point that we take privacy, confidentiality and data protection seriously. We ask that the contents of our discussions today are kept confidential by everyone on this call. The outcomes will only be used to support the future direction of the project. [Tailor data management statement to your project.]*

*To see the [insert project/organisation as appropriate] Privacy Statement please click on the link within the diary marker for this meeting.*

- Introduce both the facilitator and note taker (name, job titles and organisation/role in the project).

**Note taker:** *I will be taking notes that are completely anonymised, unattributed and won't participate further in the conversation until the end of the panel so that I can focus on listening to your views.*

If using video conferencing, this is an appropriate moment for the note taker to turn off their camera and mute their microphone. Facilitation passes back to the **facilitator**.

- Ask all participants to introduce themselves and provide a **brief** introduction. *[Tailor this as most appropriate, e.g. this could be a brief summary of their job role, or their favourite food, or a hobby that they enjoy.]*

## Unpacking the topic

This section should take about 25 minutes.

The facilitator will encourage participants to take a philosophical approach to unpack the topic and discuss their range of viewpoints, rather than focusing on specific issues if at all possible. During this phase of the Active Learning Panel (ALP) the facilitator will focus on generating conversation and discussion between participants through questioning, and follow-up prompting. Throughout the panel, to ensure clarity, the facilitator will use reflection to check understanding.

**Up to four** primary questions will be used to encourage participants to unpack the theme/topic and discuss their viewpoints. These primary questions will be open and/or reflective to encourage deeper thinking and exploration of the

topic/theme. (Use ALP Framework to support development of question set.)

The facilitator will focus on these primary questions (managing the time per question to ensure good timekeeping), and use prompt questions as necessary once they have asked the primary question to bring people into the discussion or gain further clarity.

## Core questions [insert from Scoping Document]

*Thank you for your introductions, it's great to have you here and we really value your time today so let's get straight into the questions now.*

1. *Question 1 (8 mins)*

*Thank you – if I can move us on to question 2.*

2. *Question 2 (8 mins)*

*Thank you again – if I can bring us now to question 3.*

3. *Question 3 (8 mins)*

*Thank you for answering these questions so openly, that's the end of our questions today.*

**Prompt questions** (for use to help expand the detail or draw in other perspectives to the conversation. **Only use if needed to prompt discussion**):

- Have others in the group had the same experience?
- Does anyone have a different perspective that they would like to share?
- Could you tell me a bit more about that?
- Could you expand on your thinking in relation to how that factor may influence you/your projects/your colleagues/your customers/other stakeholders?
- Do others in the group have different factors that they are anticipating will impact on them/their projects?
- Could you talk us through your experience of that?
- Is there anything else you would like to add at this point?

## Summarising the feedback

This section should take about 10 minutes.

Towards the end of the panel (the last 10 minutes) the facilitator will ensure that participants are focused on consolidating the feedback that they would like to represent as a summary of their discussions.

Reflection can be used to check understanding sparingly as necessary throughout the panel. (Over-use of reflective questioning can make participants feel that the engagement is staged and unnatural, but it is important to use when discussions are unclear.)

The note taker takes the lead on the 'Summarising the feedback' section, note that the facilitator hands over this section to the note taker within the suggested text.

*Thanks for your time so far, we have just under **[insert]** minutes left if we want to keep to time. So could we just take about **[insert]** minutes for us to make sure we have the right understanding from this conversation to feedback accurately, and **[insert]** minutes for us to let you know what we plan to do with the information you've given us today. You're welcome to remain on the call after that if you would like to further discuss anything that arose from this call.*

*To make sure we have our conclusions from the conversation today noted accurately I'd like to pass to **[name of note taker]**.*

Facilitation passes to the note taker who **briefly** summarises key, high level points from the discussion.

**Note taker:** *I've been taking notes that are completely anonymised and unattributed as we discussed during the introduction. We want to make sure that you are all content that the notes are reflective of the key points that **[Project name]** could consider when planning future content and support for project managers:*

- *In terms of your comments about the current issues ... I've heard a consensus of ... plus ... and ... is that right?*
- *In terms of your collective thoughts about future challenges it sounds like we have ... and ... and ... and ... as suggestions, have I understood that right?*
- *Have I understood that what you feel is important in that situation is...?*
- *So, what you're saying is that ... will be the key factor in that decision, is that right?*
- *Can I check that you feel that ... is the standout learning from that?*

## Final questions:

*Can I check if there is anything you feel I've missed that we should capture?*

*Is there anything you feel I have mis-noted that I should alter?*

## Conclusion

This section should take less than five minutes.  
Facilitation passes back to the facilitator.

*In terms of our next steps and what we plan to do with the information you've discussed with us today **[amend this text to reflect the plans that your project has to keep in touch and consider the input from these stakeholders]**. Your time today has helped inform our thinking on the further development of **[insert]**. I'd like to extend a personal thank you for your time, and to assure you that the conversations today are immeasurably valuable to us. We will be feeding the comments back to the rest of the team and whilst we might not have a solution to everything raised, we will make sure that all of your thoughts are taken into consideration. Thank you.*

*All that's left is for me is to thank you for your time today and conclude this panel meeting.*

The note taker should now make sure all notes are typed up into the Internal Intelligence Briefing Template (available within the ALP Toolkit). Once typed up, conduct a diligence exercise with the facilitator to ensure that the briefing is an accurate representation of what was said by participants.