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Beginning - Reactions Phase

Allow participants to express their initial reactions (emotion OK)

Discusses facts as necessary to eliminate confusion

Avoid ridiculing or shifting right to analysis

Middle - Analysis Phase

Ask questions that prompt the learner to discuss and reflect
Listen with genuine curiosity – seek to understand their "frames"
Avoid telling the participants what to do without getting them to reflect first

End – Summary Phase

Ask participants to summarize what they learned "what went well?"
"Given a similar situation, what would you do differently?"







