

4. Foster learning

Importance

The impact of mastering these competencies is that you:

- Establish and retain credibility with participants.
- Support participants in meeting the learning objectives.
- Help participants interact and support one another.
- Support the transfer of learning to the workplace.

Supporting competencies and tasks

These tasks contribute to mastery of the supporting competencies (in bold). Put a check mark next to each task or subtask within the supporting competency as you complete it:

4a	Demonstrate appropriate expertise
<input type="checkbox"/>	Establish credibility by providing your credentials, including related experience
<input type="checkbox"/>	Demonstrate understanding of the organization and relevant job performance
<input type="checkbox"/>	Present information and concepts clearly
<input type="checkbox"/>	Use relevant facts, examples, or analogies to respond to questions or illustrate concepts, and make sure that they are appropriately sensitive to local gender norms and political and religious sensitivities  
<input type="checkbox"/>	Partner with subject matter experts
<input type="checkbox"/>	Refer participants to resources for content beyond the scope of the learning experience
<input type="checkbox"/>	Communicate using language that is appropriate to the participants' educational levels and pre-existing knowledge of the subject
4b	Facilitate individual and group activities
<input type="checkbox"/>	Provide opportunities for participants to actively engage with the content
<input type="checkbox"/>	Set clear expectations for outcomes of activities and link to learning objectives
<input type="checkbox"/>	Give clear instructions for activities
<input type="checkbox"/>	Monitor progress, providing clarification and coaching as needed
<input type="checkbox"/>	Create a supportive environment for participants to provide feedback to each other
<input type="checkbox"/>	Provide opportunities to present and share individual and group work
<input type="checkbox"/>	Foster development of self-confidence and leadership skills into learning as needed 
<input type="checkbox"/>	Include peer-to-peer learning 
<input type="checkbox"/>	Debrief activities to reinforce learning
<input type="checkbox"/>	Be patient and allow plenty of time for participants to practice during the program 

4C Facilitate to support the transfer of learning and sustained performance

- ▶ Provide job-related and organization-related examples while facilitating
- ▶ Link learning content and activities to job and organization requirements
- ▶ Provide opportunities to use job aids and other relevant transfer materials while facilitating
- ▶ Introduce transfer activities and their importance while facilitating
- ▶ Follow up on transfer activities (for example, action plans, peer coaching), as appropriate

Key outputs and assessment criteria

Mastering these competencies typically involves the following outputs. The assessment criteria indicate what would make the output appear to be high in quality.

KEY OUTPUTS	ASSESSMENT CRITERIA
Facilitator credibility	Facilitator demonstrates understanding of content, organization, and participants' roles
	Participants acknowledge facilitator's qualifications and credibility
Activities and practice	Instructions for activities and practice are clearly presented
	Activities and practice are linked to learning objectives
	Participants discuss the results of their activities to reinforce learning
Positioning of transfer activities	Learning content, examples, and activities linked to job and organization requirements
	Importance of transfer activities is positioned while facilitating
	Job aids and other relevant resources are incorporated into learning