

Ensure Action on Education

ENGAGE LEARNERS

- ☐ Show compassion to encourage engagement
- ☐ Connect with your learner. Personalize information
- ☐ First address what may prevent you from being “heard” (emotions, pain, etc.)
- ☐ Sit down. Position yourself at eye level – form a conversation triangle
- ☐ Involve co-learners

ENCOURAGE INTERACTION

- ☐ Create a shame free, positive environment
- ☐ Lead with a question. “Startup” with what learners are most worried about or want to know
- ☐ Communicate clearly. Use comfortable, “living room” language
- ☐ Use teach back throughout conversation. Have learners *verbalize* in their own words what they need to know/do *and* the steps they will take to do it

AVOID OVERWHELMING

- ☐ Limit information to the “Need to Know/Do”
- ☐ Find out what learners already know and build on it
- ☐ Use analogies to help clarify information. Beware of terms with mixed meanings
- ☐ Break the steps way down. Allow learner to take one step at a time
- ☐ Ensure information is consistent

ENSURE ACTION

- ☐ Discuss the *why*. Look/listen for clues that might help motivate and make it *feel* important to your learner
- ☐ Have learner verbalize how they will complete each step. Determine, and facilitate removal of, barriers that could prevent taking desired action (transportation, child care, etc.)
- ☐ Assure practice time
- ☐ Determine who else needs the information to help support action
- ☐ Incorporate actions into normal routines
- ☐ Ensure proper supplies are available and replacements easily attainable
- ☐ Anticipate potential problems and discuss how to minimize
- ☐ Provide clear, reachable, contact information in case of questions

Cecelia's C's of Success

Or to put it another way....

ENGAGE LEARNERS

- ☐ Show **compassion**
- ☐ **Connect** with your learner
- ☐ Involve **co-learners**
- ☐ Provide **clarity** (reading glasses, hearing aids, etc.)

ENCOURAGE INTERACTION

- ☐ **Create miracles** with a positive attitude
- ☐ Show **concern** ("Startup" questions)
- ☐ **Comfortable conversation** (living room language)
- ☐ **Communicate clearly**
- ☐ **Constructive** comments
- ☐ **Consider "consider"**

AVOID OVERWHELMING

- ☐ Limit info to **carry-on** size
- ☐ Simple, **clear instructions**
- ☐ **Clarify** with analogies
- ☐ **Consistent** information, avoid **contradictions**
- ☐ Help **calm** learner

ENSURE ACTION

- ☐ Make learner **care**
- ☐ Assure **capability** to act on each step
- ☐ Habits: **cobwebs to cables**
- ☐ Offer **choices**
- ☐ **Compromise** when needed
- ☐ Encourage **collaboration**
- ☐ **Combine** (appointments, etc.)
- ☐ Transfer **control** to learner
- ☐ Reachable **contact info**
- ☐ **Celebrate** success
- ☐ **Care of caregiver**