TRAINER'S TOOLKIT

Five questions after an activity

Help participants move from an experience to a practical next step.

STEPS + EXAMPLE + WORKSHEET

When to use this tool

- **For facilitators**

  Use after a role-play, case or team exercise.

- **For managers**

  Use after a small work experiment.

- **For students**

  Use after a presentation or group assignment.

The practical framework

- **What happened?**
  Describe events before judging them.
- **What did you notice?**
  Point to an action, decision or result.
- **What explains it?**
  Explore reasons and alternative explanations.
- **Where does it apply?**
  Connect the lesson to a real task.
- **What will you try?**
  Name one action and a date.

Start with these steps

- **Start individually**

  Give everyone a minute to note their observations.

- **Invite different views**

  Ask for examples, including views that differ.

- **Keep it specific**

  Bring broad claims back to what participants actually observed.

Put it into practice

- **Allow uncertainty**
  It is fine to have more than one explanation.

- **Choose an application**
  Ask each person to name a task they face soon.

- **Record a commitment**
  Write the next attempt and who can support it.

A worked example

- **Illustrative example**

  In a customer role-play, the team offered a solution too early.

- **Observation**

  No one asked the customer to describe the main difficulty.

- **Next attempt**

  Open the next role-play with two clarification questions.

Your reusable worksheet

What happened?

What did I notice?

What might explain it?

Where will I apply it?

What will I try + when?

Your next step

Choose one task.

Use the tool.

Review what happened.

Follow Tibyan for three practical development tools each week.

Original educational worksheet by Tibyan. Examples are illustrative.