



# CLICK, LISTEN & LEARN DISCUSSION GUIDE

## Introduction

Group discussion on a topic plays a vital role in understanding. Group discussion on a topic involves sharing of learning by the participants which equally benefits all the participants. It is known to:

- Increase understanding of a subject.
- Help generate more ideas about a topic.
- Generate thought-provoking questions regarding the topic.

The questions listed below can be used by a facilitator to lead a group discussion after viewing the Click, Listen & Learn program; aiding in participant understanding and applying new understanding to their work.

## Discussion Questions

1. Was there any new information presented? Any idea that stuck with you?
2. What from the program could you implement in your work (or agency)?
3. What suggestions or information do you think doesn't apply to your work (or your agency)? Why?
4. What is one concept or suggestion that you could incorporate into your work (or agency)? Why did you choose that one? What impact do you think it will have? What research have you used?
5. What is your biggest change you would like to enact?
6. Why change?
7. Changing the mindset from mechanics to fleet technicians.
8. Fleet management is more than changing oil and tires.

## Tips for the Facilitator

1. Keep the discussion focused on the Click, Listen & Learn topic.
2. After reviewing key program information, focus on implications to participants' work, or the agency in general.
3. Provide opportunity for all voices to be heard.
4. Acknowledge contributions. For example: "I appreciate you offering a different view." or "Thanks for mentioning that."
5. Keep the group engaged. If no one is responding, suggest an answer and ask for agreement or disagreement.
6. Advance and deepen the discussion.
7. End the discussion on time. So ways to end a discussion are:
  - Try to be flexible about time. If something good is happening, assess the value of leaving that discussion in favor of completing an agenda. Get the group to help make this decision.
  - Give a two-minute warning or some other transition time to prepare the group to change direction.
  - Acknowledge at the beginning of the session that time will be a factor and that some issues may not be discussed.
8. End the discussion by summarizing the major substance of the discussion or having each participant identify one take-away, and challenge participants to engage in follow-up conversations.

