




## Mutual Learning Model



### Mutual Learning Key Points

- Be transparent
- Be curious

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### Implications

- The core values of facilitation and facilitative leadership are the core values of the Mutual Learning Model.
- The Mutual Learning Model is designed to generate mutual learning—learning in which you better understand others and others better understand you. This model is adapted from the work of Argyris & Schön (1974), who developed it and called it Model 2, and from Action Design ([www.actiondesign.com](http://www.actiondesign.com)), who adapted it and called it the Mutual Learning Model.
- There are two types of mutual learning: content and process. In *content* mutual learning, the focus is on learning about the substantive situation (e.g., a project deadline or work performance) and what leads each person to see it in a particular way. In *process* mutual learning, the focus is on how you are having the conversation about the substantive situation and the ways in which you and others may be contributing to making the conversation more or less productive.



# Ground Rules

## Ground Rules for Effective Groups

- 1** Test assumptions and inferences.

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- 2** Share all relevant information.

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- 3** Use specific examples and agree on what important words mean.

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- 4** Explain your reasoning and intent.

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- 5** Focus on interests, not positions.

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- 6** Combine advocacy and inquiry.

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- 7** Jointly design next steps and ways to test disagreements.

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- 8** Discuss undiscussable issues.

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- 9** Use a decision-making rule that generates the level of commitment needed.

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