

David Kolb: Training in circles

In the '70s and '80s, education scientist David Kolb developed the Experiential Learning Model (ELM), existing of four phases.

To really learn something, one should go through all of these. How do they look when applied to training?



1 The concrete experience

It all starts with a situation that employees could encounter at any random day. Let's say they have a dissatisfied client in front of them.

When such a situation is experienced, the employee's learning process starts right away. Participating in the experience forms a much more solid base to learn than just reading about a similar situation.

! The learning process can start at any of the phases



2 Reflective observation

This is the phase where you should translate the real world experience into a training exercise. The employee actively and consciously looks back at the situation, either in their own memory or in a (video) role play which forms a realistic 'replay' of the situation.



3 Abstract conceptualisation

After reflecting on an experience by replaying it, the next step is forming a theory. How can an employee best handle the situation?

Maybe the employee already knows how to best cope with a dissatisfied client. But if he doesn't, this knowledge should be offered in the best way through the training programme.



4 Active experimentation

Now it's time for a field test of the lessons learned!

The employee will actively experiment with the skills they have just acquired or improved. (Video) role plays enable them to do this not directly in practice, but first in a clear environment. They don't have to wait to face an actual dissatisfied client in real life, and are free to try out new techniques.

Want to know more about the scientific insights that shape modern day online training programs? Download the free e-book!



www.traintool.com/video-in-training

Sources

Kolb, D. A. (2014). *Experiential learning: Experience as the source of learning and development*. FT press.
David A. Kolb on Google Scholar: https://scholar.google.com/citations?user=MBn_GG4AAAUIh1-en