

Pattern Making, Pattern Breaking

*Using Past Experience and
New Behaviour in Training,
Education and Change
Management*

ANN ALDER

GOWER

Contents

<i>List of Figures</i>	<i>vii</i>
<i>Prelude: Pattern Breaking, Pattern Making</i>	<i>ix</i>

PART I PATTERN FACILITATION

Chapter 1	Why are Patterns so Important in the Facilitation of Learning?	3
Chapter 2	Designing Learning That Sticks	19
Chapter 3	The Role of the Learning Facilitator	39

PART II LEARNING SKILLS

Chapter 4	Pattern Recognition	63
Chapter 5	Pattern Evaluation	81
Chapter 6	The Use of Questions	99
Chapter 7	Challenge, Confrontation and Creativity	125

PART III TRAINING SKILLS

Chapter 8	Using Metaphor and Visual Imagery	143
Chapter 9	Simulation: An Opportunity to Rehearse New Patterns	163
Chapter 10	Reinforcing and Applying New Patterns Using Action Plans	177

Chapter 11	Pattern Making in Organisational Contexts	191
Chapter 12	Measuring Lasting and Successful Behavioural Change	211
<i>Conclusion: Developing Effective Learning Strategies</i>		219
<i>Index</i>		221