

Social Learning

Recognizing Teaching Moments

Teaching moments are often more effective than the traditional teaching methods because they are more organic learning opportunities. Taking advantage of teaching moments requires recognizing them.

A teaching moment can occur at any time, and it is a chance to teach through demonstrating skills or sharing information. For example, someone who understands how a computer system works can coach a person he notices having problems with a program. Teaching moments occur every day, it is important to keep an eye out for moments when you can teach others. These moments are essential to social learning success.

Safe to Share Environment

If people do not feel they are safe sharing information, they will keep their knowledge and ideas to themselves. Safe environments are not overly critical. All criticism must be constructive in order for it to be effective.

Tips for constructive criticism:

- Avoid personal criticism.
- Use a professional tone and language.
- Be empathetic.
- Allow people to respond to criticism.

Encourage all people to share and respond to each other constructively. A few ground rules should encourage civil behavior.

Social Interactions

Social settings and interactions require basic social skills. This may seem like common knowledge, but you will have to remind people to behave and assess their social skills. There are basic social skills that people need to master in order to make sure that the social interactions in the group go smoothly. Basic social skills include:

- Listen to other people.
- Express positive thoughts or feelings in a civil manner.
- Express negative thoughts or feelings in a civil manner.
- Make requests.
- Appreciate people and thank them.

If anyone lacks these basic social skills, social interactions in the group will suffer. Social skills training can improve social interactions for people who need to improve their social skills.