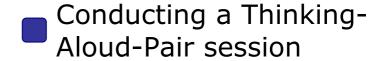


Knowledge to lead



sibility, evaluation, ownership, trans

Step by Step

- 1. Let the participants pair off.
- 2. Give a list of problems to solve to each pair.
- 3. In each pair, assign the role of "Listener" and the role of "Problem Solver".
- 4. Explain the participants how to play both roles: the Problem Solver should make the effort of explaining his solution in a clear way and the Listener should follow each step and ask for clarification if needed. The Lister is not allowed to help the Problem Solver to correct his/her mistakes.

Works, peer-to-peer review, diversity,

- 5. Let the participants switch their roles with each new problem.
- Be aware that the role of Listener is crucial. The WORLD pacity development, knowledge, inter

- Listen carefully to the Problem Solver.
- e of expertise, knowledge transfer If needed, ask the Problem Solver to repeat statements or to speak slower.
- Encourage the Problem Solver to verbalize his/her thoughts (e.g. ask "What are you thinking?").
- Ask the Problem Solver to clarify his/her ideas (e.g. ask "Can you add more on this concept?" or "What do you mean?").
- Avoid giving suggestions.
- Avoid solving the problem in your own way.
- Avoid correcting Problem Solver's errors.





