

# What we are listening to...

**Podcasts are great ways to listen to conversations firsthand. We only wish there were an opportunity to jump in and contribute. Here are three conversations that we are listening to—and suggest you join us!**

## Inside Voice

WITH **LEE & KURT HOLFELD**

This dynamic brother and sister duo are in conversation about creating safe space. Both educators, Lee and Kurt explain some of the more common characteristics of physical spaces from an interior design perspective and how that impacts learning.

Plus, the Holfelds are fun! These siblings are comfortable in conversation, and this podcast is a great example of co-creating authentic spaces for learning.

**Key takeaway:**  
**Learning together matters.**

**LISTEN TO  
PODCAST**

## Strategic Conversation



strengths-based  
welcoming space  
relational

# Holding Space in Learner Intake

WITH **FLAGSTAFF COMMUNITY  
ADULT LEARNING (FCAL)**

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This podcast features Lois Polege and Treena Brooke in conversation with Val Rathjen. As a Community Adult Learning Program, they are committed to being a place to belong, to share and be seen.

Listen in as this team explores the importance of extending an invitation to join a learning community.

**Key takeaway:**  
**How to be learner-centred.**

**LISTEN TO  
PODCAST**

## Strategic Conversation



learner-centred  
building relationship  
humane

# Nervous System and Learning

WITH **DR. JENNY HORSMAN**

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Dr. Jenny Horsman is a researcher and educator. This Literacy Legacy: Training for Instructors podcast is a conversation focused on understanding the nervous system and its impact on learning.

Throughout this conversation, Jenny reflects on what the body communicates about safety, and how those messages show up in learning opportunities.

**Key takeaway:**  
**It is impossible to learn scared.**

**LISTEN TO  
PODCAST**

# Getting to Know Learners



The initial conversations can lead not just to someone enrolling in a class but also becoming a part of your learning community.

## Beginning the conversation

- Give people your full attention
- Everyone needs to feel seen, heard and valued
- Initial engagement sets the stage for the next steps and building a relationship of trust
- Ask 'What has brought you in today?'
  - » Recognize that just coming in the door might have been a big step

## Identifying needs

- May come out of initial conversation but might require further conversations
  - » Watch body language and respect boundaries
  - » When do you ask more vs. know it is time to stop
- Remember it's about them NOT you and your programs
  - » Share what your program offers that may tie into their needs/goals
  - » Address their needs and when it's not you—
- Hand them off rather than pass them off
  - » Know your community and other services available
  - » Include specific names of people to talk to when possible

## Building a relationship

- Remember their name and use it
- Want a person to feel safe, able to share their story and find hope in moving forward towards meeting their needs and goals
- Encourage people to return
  - » Drop in and continue the conversation
  - » Share their ongoing needs, struggles and hopes
  - » Build community where they feel a part of something and value
  - » Say "We're so glad you stopped in..."
- Follow up
  - » When appropriate, touch base, check in
  - » Ask "Did the referral help? Did the resource or info shared meet your need? Is there anything else we can do?"

SUBMITTED BY Flagstaff Community Adult Learning

# More Intake Resources

**These initial conversations may be the beginnings of assessment.**

Here are some questions to get you started:

From CanLearn Society:

**Getting to Know Learners—Initial Interview**

From Community Learning Network:

**Sample Collaborative Goal Setting Questions**

**Our goal in our interactions is the opportunity to build an ongoing relationship.**

From Calgary Learns:

**Intake Assessment Tips**

