

# **What We've Learned About Adult Learners at PLRB/LIRB Events...**

**Here are a few things we've learned about adult learners over many years of PLRB/LIRB educational events:**

- 1. Adults like to learn new things within the context of their considerable, past experiences.**
- 2. They appreciate respect from facilitators or presenters.**
- 3. Adults seek answers to specific problems, rather than acquiring more information about a topic. They seek real-world content that is practical and job-related.**
- 4. They seek and admire true subject matter expertise by presenters.**
- 5. Adults abhor sales promotions or "info-mercials" posing as education.**
- 6. They like to be challenged, but not overly frustrated by a learning event.**
- 7. They expect well-organized and well-orchestrated classes, with clear handouts and visuals.**
- 8. Adults like to share and learn from classmates, as well as from facilitators or presenters.**
- 9. They are curious about how others across the industry face the same day to day challenges associated with various job demands.**
- 10. Adults like a comfortable learning setting: proper room temperature, plenty of space, easy to hear and see the presentation. They like a relaxed, trusting, informal and supportive climate.**
- 11. They like to be able to negotiate and influence some aspects of the agenda.**
- 12. Adults like to be surprised and delighted by the content or activities.**
- 13. They appreciate humor, but not jokes or sarcasm.**
- 14. Adult learners like job aides to take away and share with colleagues back home.**
- 15. They like learning activities to be re-set every 10-15 minutes within the life of the presentation.**
- 16. Adults learn best when actively engaged in the learning process. They resonate with active learning. Passive learning is a "drag." They like to participate and help shape their own learning.**
- 17. They learn differently: by seeing, hearing and doing. Doing is best. Telling isn't training.**
- 18. Adults like a challenge, using attainable goals and results.**
- 19. Adults like encouragement and sincere praise. Positive reinforcement enhances learning.**
- 20. Education is a joint enterprise. Persons are more important than the information to be learned.**