



Inspiring people to learn



Good Things
Australia

Tips on inspiring people

Sometimes it can be hard to get someone to stay interested in what you are trying to teach.

Here are some suggestions on things you can do to help inspire people to learn and keep them focused



Find the hook



Getting to know your learner's interest can help you find ways of inspiring them to get online and personalise their learning experience.

For example, if you knew someone had no interest in sports, but liked cats, you'd show them how to search for pictures of cats, rather than of sports. Doing this over a simple cup of tea can help to break the ice and build trust.

Uncover their attitudes about technology



Being aware of their attitudes towards technology may also help you plan your session with them as you know the parts that they are reluctant with, and can be prepared to address these concerns.

Understand their motivation for learning



Once you understand what motivates your learner, you can build trust and rapport through thoughtful questions and active listening.

- **Ask open-ended questions.**
- **Ask qualifying questions:** Prompt for further details to deepen your understanding.
- **Repeat responses back:** Check you have understood correctly.
- **Show, do not do:** Avoid taking over the task.
- **Display open body language:** Maintain an attentive yet relaxed manner.
- **Show sensitivity to emotions:** Check in regularly to ensure your learner feels comfortable.

Assess their existing skill levels



Understanding your learner's current skills helps you set goals, establish a baseline and track their progress later.

The Digital Skills Checker is a helpful tool that measures their online skills and confidence. Key details about the tool include:

- Flexible timing: It takes between 5 and 30 minutes to complete.
- Getting started survey: Ideal for your first session to map out initial needs.
- Your progress survey: Designed to be completed together later to check what they have learnt.