

# ENhance Active Learning Case Study

## Level 9 Global Service Management

Dr Ellis Urquhart

### Objective

Enable development of social skills for group work and participatory learning, through tutorials focused on Socialisation, Dialogue and Group Interaction.

### Active Learning Approach

Weekly case-based scenarios, with minimal preparation and no advance questions, to create solutions to industry problems. e.g. interview questions, staff training, ethos through management.

Tutorial Group use models, frameworks & theory from the week's lecture in relation to each case study.

### Priorities

Active Dialogue



Application of Knowledge



Real-World Focus



**"They encouraged me to speak out and have open discussions with classmates. Case studies in tutorials visually helped me to connect theory from lectures to real life examples."**

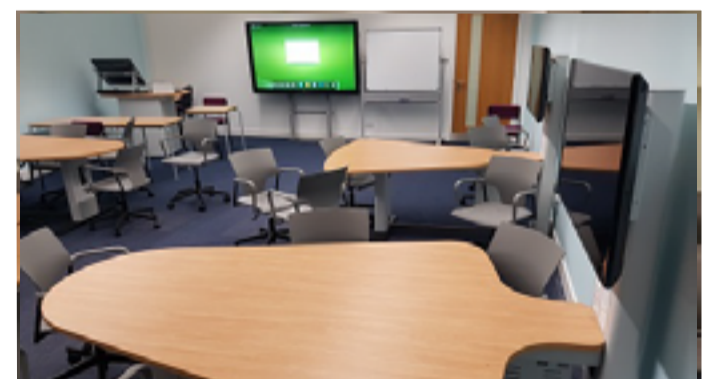
Student Feedback Quote

### Scaffolding, Supports & Successes

A pre-arrival video explained the format and learning approach of the module and early activities built confidence sharing in low-stakes topics.

Tutorials took place in rooms with clustered desks around screens.

- Name badges for students were well received and proactively customised by students.
- Linking discussion to students' personal experiences, sharing knowledge to peers.
- Varied tasks, some divided between groups to recombine once completed (jigsaw method).
- Allowing familiar teams to form, but appointing a leader each week, who leads discussion then shares the work and perspectives to the whole group.
- Scaffolding discussion with mixed groups.



Clustered Activities

Whole group discussion

**"It's a really good environment for learning. The discussion style really solidifies my understanding of the theory, and it's fun."**

Student Feedback Quote