Easy Access English for IKEA

A Question Of Learning



Activity One : Answer the discussion questions.

- Would you consider yourself an autodidact?
- Do you need other people to explain things in order to understand them?
- What do you think is the best way to learn – out of the following:
  1. Reading instructions.
  2. Putting something into practice.
  3. Being taught by someone else.
  4. Being shown by someone else and then guided as you put your new knowledge into practice.
  5. A combination of some of the above.

Activity Two : Question forms in English.

Let's quickly review **question forms** in English.

Yes/No questions

- *Is he a manager? Yes he is.*
- *Can you finish that report? No, I can't.*
- *Have you got a computer? Yes I have.*

To form **yes/no questions** where there is an auxiliary verb or a modal verb, we invert the word order of a positive sentence. (*He is a teacher > Is he a teacher?*)

- Do you eat Reindeer? No I don't.
- Does she know you?. Yes she does.

When there is no auxiliary verb we use '*do*' to form the question.

With question words

The same rules apply when there is a question word (*'what', 'where', 'when', 'why', 'who', 'which', 'how', 'how much', 'how many'*)

- *Where is the report?*
- *What can you contribute?*
- *Who has just arrived?*
- *How did you get here?*
- *When does your manager get back?*
- *How much does it cost?*

Where there is an auxiliary or modal verb, that verb is used to form the question.

Where there is no auxiliary verb, we use *do*.

Subject/Object questions

Sometimes you might see questions like this.

- *Who broke the photocopier?*
- *What happened next?*
- *Who told you that?*

There is no auxiliary verb and the word order is not inverted.

These are called **subject questions** – because the question word is the **subject** of the sentence.

Look at these two questions.

- *Who does Romeo love? Romeo loves Juliet.*
- *Who loves Romeo? Juliet loves Romeo.*

In the first question, Romeo is the **subject** of the verb.
In the second question 'who' is the **subject** and Romeo is the **object**.

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Activity Three : Questions IKEA wants you to ask yourselves.

Let's read the extract from one of your internal memos, about learning… at IKEA learning is something that happens every day in your job, and learning leads to better skills and to improved results.

« Reflection* is key in the learning process at the everyday university. It is the shift between performing and learning. It is when we put "performing" in the background for a while and have learning in the forefront.
We want to integrate learning in the business. We do it by making Stop & Reflect an everyday ingredient. It is about taking distance, think about, feel, look upon and describe. You detect patterns, get insights and explore what things can mean. It is about making meaning and discovering new opportunities. And it's simple! »

*('**Reflection*'** is 'Mental concentration; careful consideration'. When we talk about 'thoughts' in general we usually say 'I have been thinking about that' rather than 'I have been reflecting on that', which would not be used in regular conversation.)*

Do you see your working life as being a place you learn a lot, like an 'everyday university'?

« As a leader and as a co-worker you are involved in everyday business talks – about performance. To focus on learning you can use questions like:
What did you discover about the business in that situation?
What did you observe about yourself?

How can I create learning opportunities in my current business assignment? »

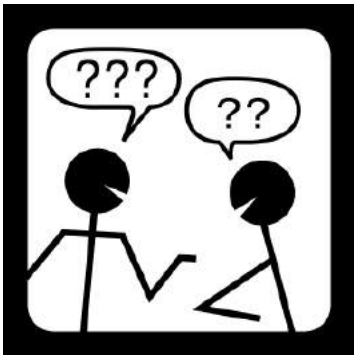
Do you often talk to colleagues about the everyday business of your job? Give some examples of real questions you usually ask,(using the question forms from activity two) and compare them to the questions above which you are being recommended to ask.

« In team meetings use Stop & Reflect to make the shift from "business in the forefront", to "learning in the forefront".
What does this mean?
What can we learn? How can we use that learning?
What supported/hindered us to work efficiently together
In which way are IKEA values present when we work together?
What do we need to change and develop to become more efficient as a team?
How does this contribute to our meeting with our customers?
When concluding a discussion in the meeting, also ask the question:
In what way are we now more competent from a business perspective and from a people perspective? »

Have you ever been in a team meeting where people discussed what they had learned from a situation? What kind of questions do you usually ask in meeting? (Give examples of questions to people ask during the meeting and a t the end of the meeting.) Do you think that it would help you to learn if you asked the questions you are being advised to ask in this memo?

Now Answer the following questions about a current work project:

1. What does this tell us about other parts of IKEA and the world around us?
2. What would the world around us say about us?
3. What does that mean to us and how can we use it?
4. How can we share our insights and discoveries with other parts of IKEA?
5. How does this contribute to our meeting with our customers?



Now create some questions you would like to ask your boss or team mates, if you could ask them anything……. ??