

OBSERVATION

Observation is the act of observing someone or something. It involves active listening and critical thinking to comprehend and analyse the context and happenings. It is deemed as a crucial skill to master especially when it comes to workplace learning.

The following are some of the questions you can ask yourself and others as you engage in observations. They are not in sequential order.



- What am I observing?
- What am I hearing?
- What am I missing?
- Do I get the picture?
- What is his/her intent?
- What assumptions am I making?
- How do my assumptions influence my thoughts?
- How can I verify my assumptions?
- Why do I come to such a conclusion?
- How do these affect my listening and my understanding?
- Why does he/she decide to do what he/she has done?
- How does it expand my knowledge?
- How does it challenge what I have thought or believed?
- Are we looking at the issues from multiple perspectives?
- Am I missing another perspective?
- Is there a consonance between what is said and the body language?
- What is he/she not saying?