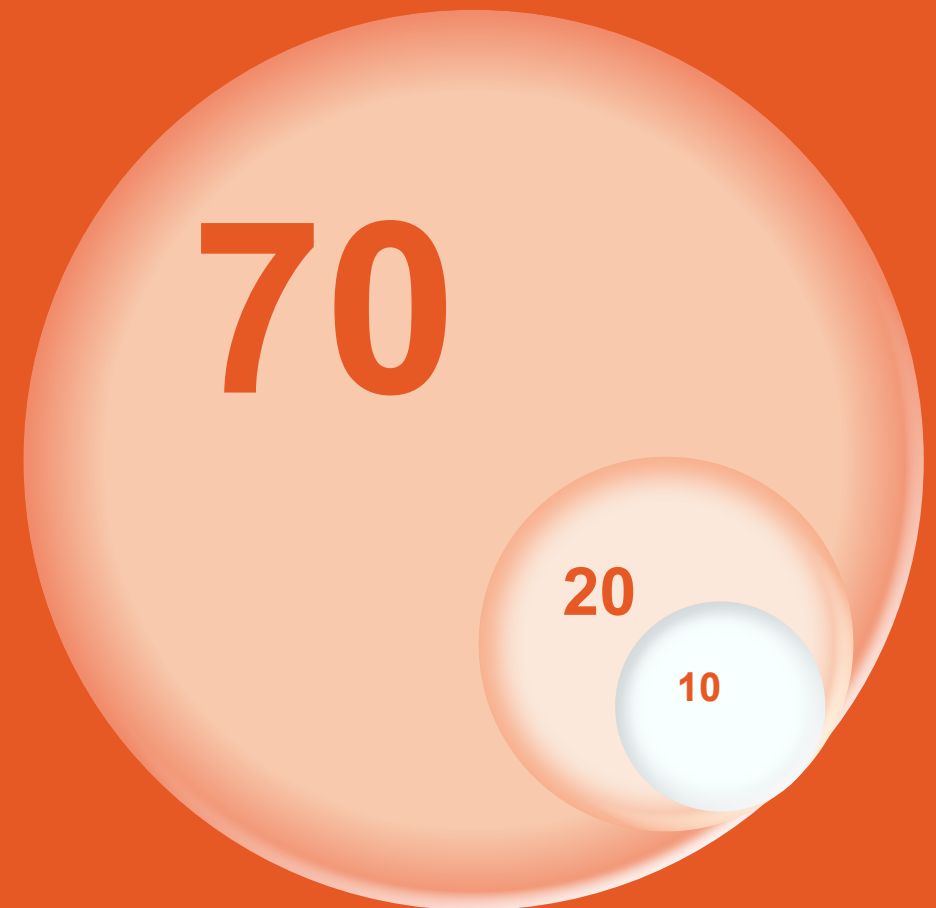


Now it's up to you – the diagnosis / solution diagram below can be used as a prompt of areas to consider in development planning for you and / or your team.



Civil Service
LIVE 2015

70:20:10
make it happen and stick



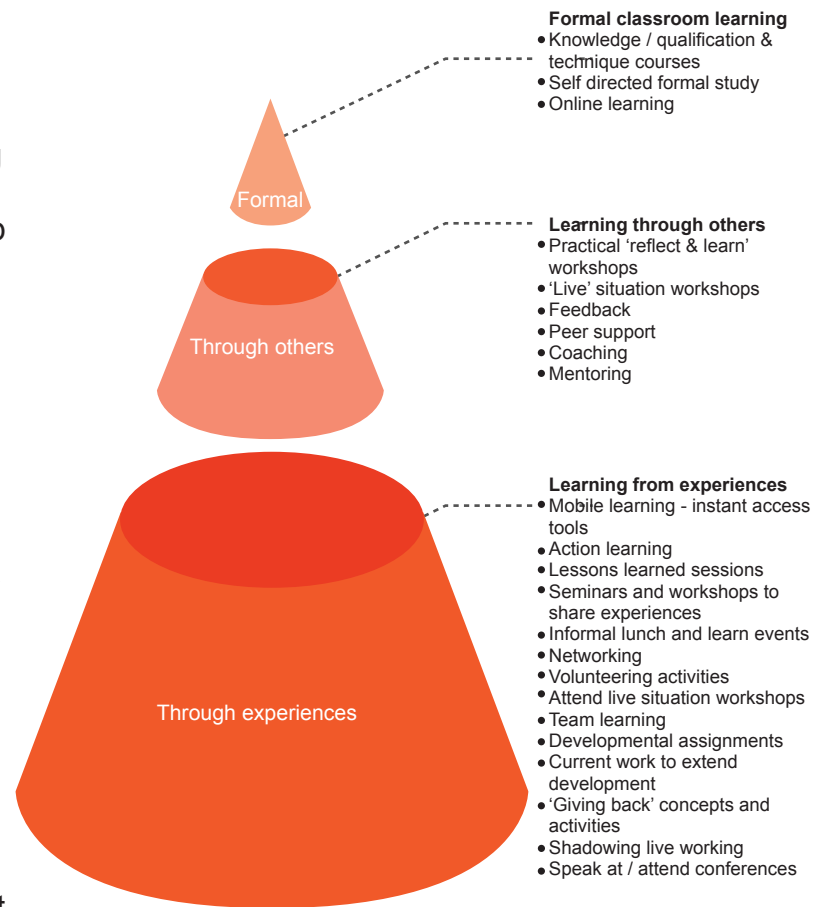
If you would like to find out more about the concepts and ideas in this hand-out or how you can effectively implement the 70:20:10 approach in your Department or team, please contact civilservice.gov.uk/learning, who can put you in contact with colleagues within CITI Limited.

Today's effective personal development practices tend to arrange learning interventions on the 70:20:10 developmental model:

- 10% formal classroom - structured learning
- 20% learning through others - informal
- 70% learning from experiences - on-the-job with 90% (the 70% and 20%) involving approaches and techniques often described as 'experiential learning'.

The model was developed in the 1980s by three researchers, McCall, Lombardo and Eichinger, who were exploring the most important developmental experiences of successful managers. Since then the approach has been adopted and adapted by organisations keen to maximise return on investment in capability development. However, through all the adaptations, experiential-based learning remains the most effective approach for the application of learning.

The value of the 70:20:10 approach is that you will be able to find a learning activity that fits your development needs, the demands of your Department, and your preferred learning style. A number of these activities is described in the Civil Service Learning's 'Guide to Learning in the Workplace'; others, not in the guide, but which have proved successful are described in the leaflet: 70:20:10 experiential learning choice.



Although the concept of experiential learning has considerable appeal and the value gained through practical application is clear – in some organisations turning the concept into reality has proved difficult. But for those for whom 70:20:10 is the 'way development happens around here' the return on investment through increased staff retention, enhanced and more predictable performance, reduced re-work, reduced recruitment, increased staff engagement and commitment far outweighs the additional effort and time spent.

So how do you make it happen and stick? If you have a team:

1. Meet each member of your team and focus on experiential activities
2. Lead by example – make it visible that you are using the approach
3. Actively help to remove obstacles that are preventing individuals use the approach
4. Organise, or better still, encourage your team to organise team / community experience-sharing events
5. Where possible, and appropriate, support and allocate stretching tasks that may be slightly outside a team member's normal activities
6. Ensure each individual can see how their increased capability links directly to achieving team and Department goals
7. Use non-financial rewards for any successes with self-managed learning.

If you are the learner:

1. Reflect on your 1, 3 and 5 year goals and beneficial outcomes – both personal and those for your Department
2. Consider your preferred learning style, your strengths and areas for development
3. Identify relevant experiences – which can be self-driven (and those where you would need your manager's / Department's support.)
4. Identify relevant qualifications
5. Encourage others' feedback
6. Share current issues with colleagues to seek ideas / solutions
7. Plan your development with your line manager or a colleague!

And always review and update your personal development plan. If you don't have one – then that is your first step!