Civil Service LIVE 2015

Making learning work

- Bernard Murray-Gates
- Jane Nichols
- Patrick Boulter
- Hilary Small

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Agenda

- Learning styles
- ‘Old World’ versus ‘New World’ learning
- Getting the best from learning
- The role of management in experiential learning
- Your feedback

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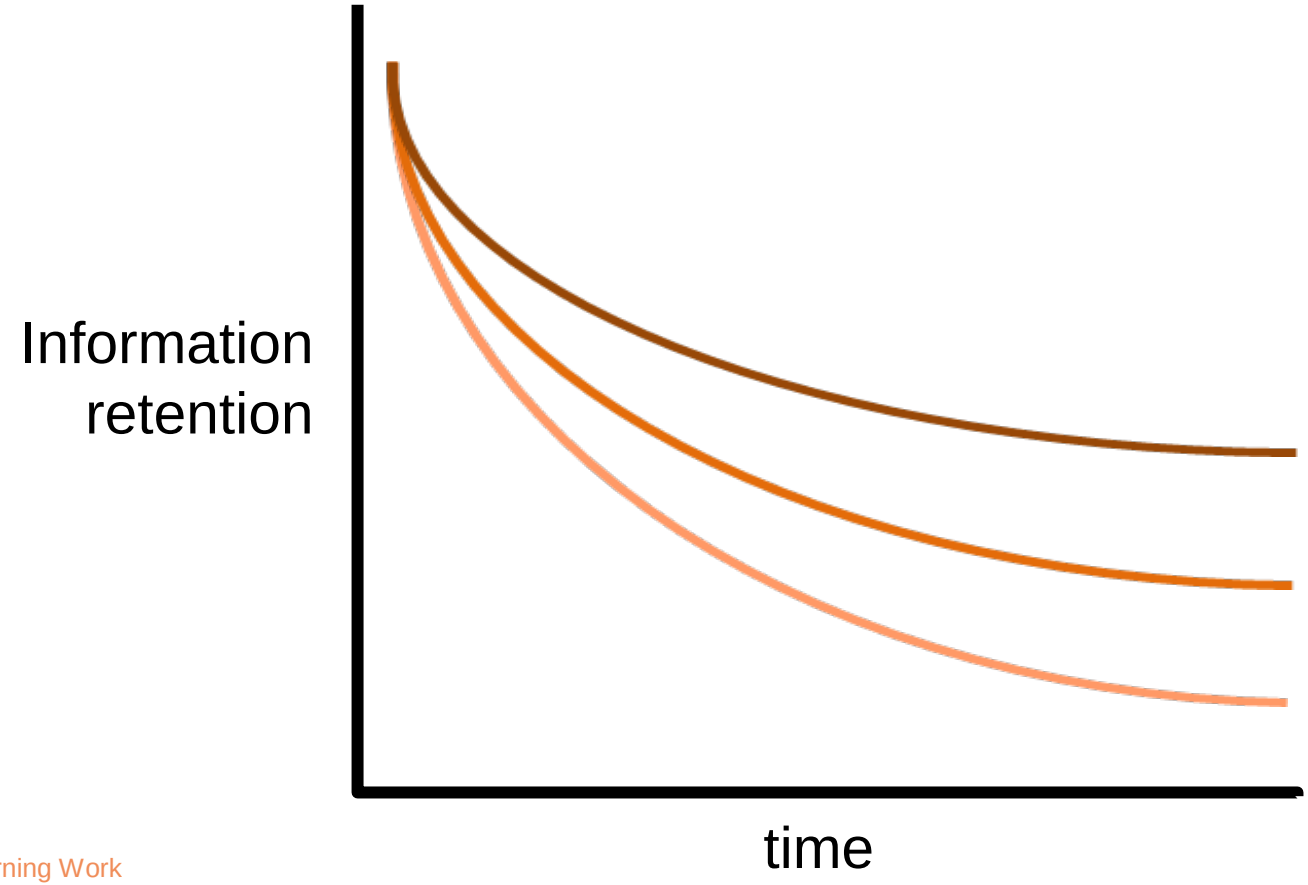
Beating the “forgetting curve”



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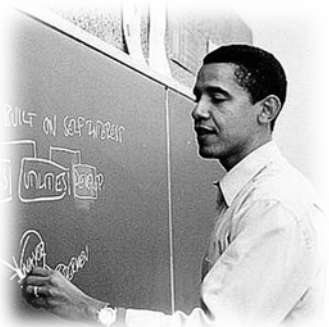
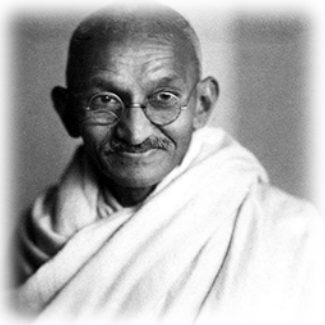
Learning styles…

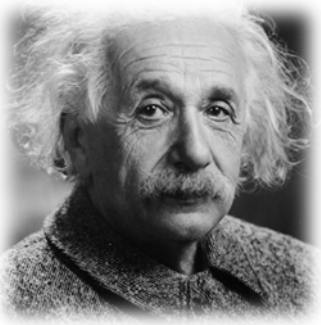
ACTIVIST



PRAGMATIST



REFLECTOR



THEORIST

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‘Old World’ vs ‘New World’ learning

Work

Learning

Work
Learning

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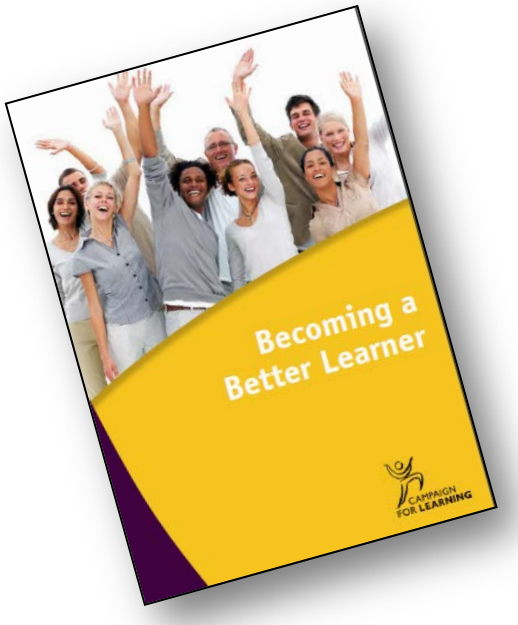
The ‘5 Rs’ of workplace learning

- Readiness
- Reflectiveness
- Resourcefulness
- Resilience
- Responsibility



’Becoming a better learner’
© Campaign for Learning

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The ‘70:20:10’ model

- 10% Formal learning
- 20% Learning through others
- 70% Learning from experiences

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Getting the best from…

Formal learning

- Identify outcomes
- Connect learning to role
- Create an action plan
- Share your learning

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Quick-fire survey

- ❑ Identify outcomes
- ❑ Connect learning to role
- ❑ Create an action plan
- ❑ Share your learning

How could you use these strategies effectively?

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Getting the best from…

Learning through others

- Coaching / mentoring
- Invest in knowledge-sharing
- Seek / give feedback
- Discuss improving current practice

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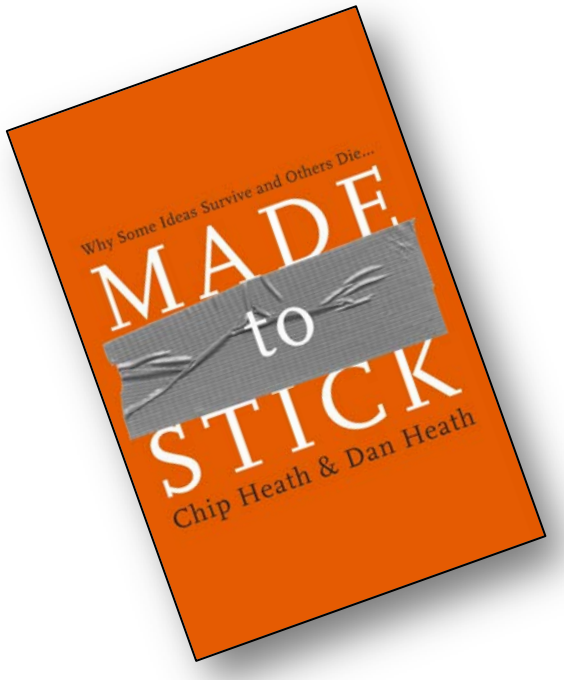
Which of these inform your development?

- Self assessment
- Demands of current role
- Future role demands
- External assessment
- Annual performance review
- Personal aspiration
- Colleague feedback



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Getting the best from…

Learning from experiences

- Deputise / delegate for
- ‘Stretching’ assignments
- Reflection and review
- ‘Giving back’

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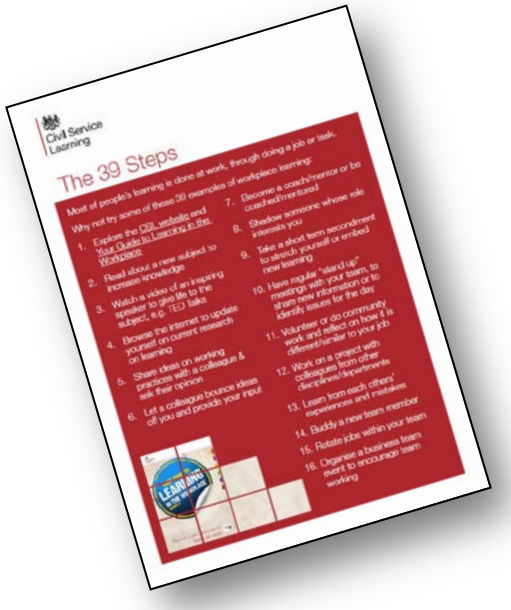
Quick-fire survey

- Deputise / delegate for
- ‘Stretching’ assignments
- Reflection and review
- ‘Giving back’



Which have you found most useful for your development?

What other strategies have you used?

‘The 39 Steps’ guide © Civil Service Learning

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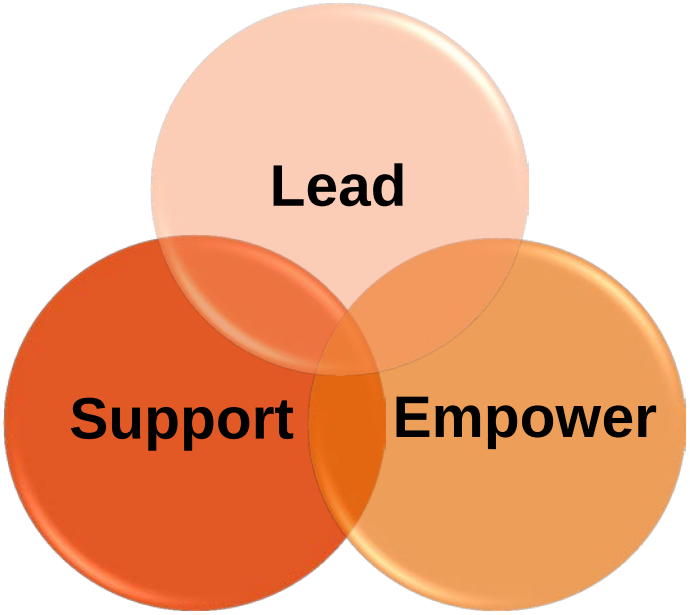
The role of the manager



Don’t try to micro-manage learning and development!

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Managers provide ‘scaffolding’

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Your feedback

- What's working well today?
- How can we make learning at work even better?

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Visit the Civil Service Learning portal

https://civilservicelearning.civilservice.gov.uk

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Thank you

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