

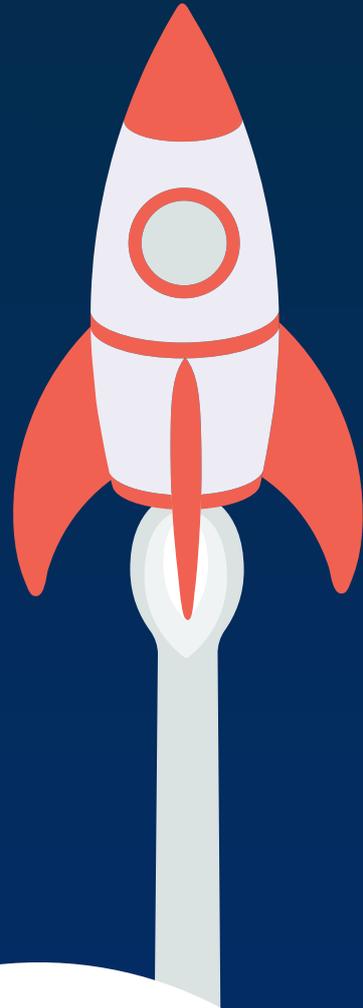
30



LOGICEARTH
LEARNING SERVICES

quick wins to launch L&D success

HELPING YOU NAVIGATE
YOUR L&D VOYAGE





LOGICEARTH
LEARNING SERVICES

30 quick wins to launch L&D success

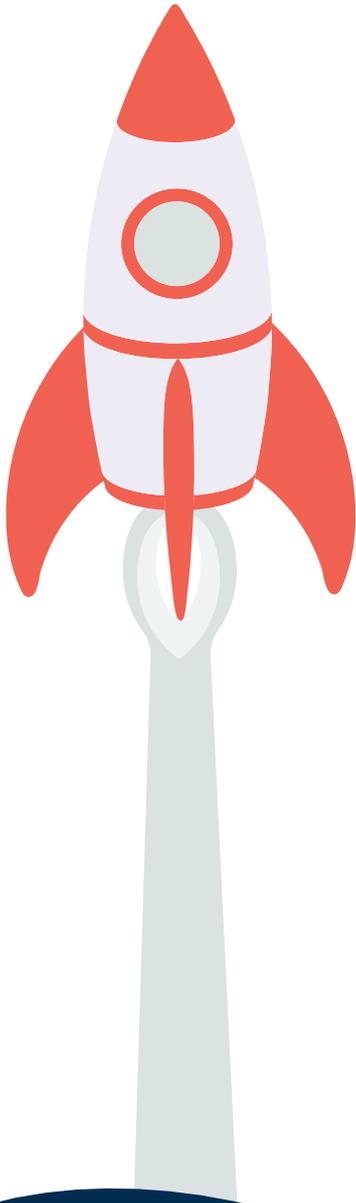
Thank you for downloading this resource. We hope you find it useful in exploring different ideas about how L&D can make a big impact on a business.

At Logicearth, our mission is to guide companies through the world of digital learning and help develop strategies that truly drive performance.

Feeling lost?
**Let us help you to
transform workplace
learning -**

 [get in touch](#)





Do you want to lead the change in modernising how your staff learn and perform in the workplace?

This short booklet is designed to provide ideas and inspiration for fast-tracking to success in modern workplace learning.

What will you get?

1. **Poster:** 5 ways to supercharge learning and development in your organisation
2. **Top 30 learning tips:** 30 ideas for your L&D team that could help change how it supports employee learning.
3. **Resources:** A list of further reading and CPD activities that you can continue to refer to.

5 WAYS TO SUPERCHARGE

L&D PROFESSIONALS

1 QUESTION

Common challenges that your organisation needs to address



K.I.S.S

KEEP,
IMPROVE,
START OR
STOP?

what do you need to do ?



Spend time with your business leaders. Talk about their challenges and above all, ask lots of questions.

2 FOCUS

Identify the specific type of learning need



WHAT DO YOU NEED TO LEARN?



WHAT WILL IT MAKE YOU BETTER AT?



HOW WILL WE KNOW YOU ARE BETTER?



Spend time researching the 5 moments of learning need and think about how it might apply to your staff.

3 SET GOALS

We need to look at measures that have an impact on the business bottom line. For example, how can we use learning to:



REDUCE CUSTOMER COMPLAINTS



INCREASE SALES PERFORMANCE



REDUCE OPERATOR ERRORS



INCREASE MARKET SHARE



So what could you do? This doesn't have to be a 50-page time and motion study – pick a metric, try it out, see what results you get and improve the next time.

4 BE AGILE

Prototype, test, measure and re-test

● **THINK BIG**
START SMALL
SCALE FAST



Marketers are great at this – they start a campaign as a small prototype and test the parameters, then they adjust and make it better next time around. Marketers are always learning, always growing.



Some L&D teams create a focus group to test new ideas on just showing rough prototypes rather than a polished solution. Is this something you could do in your organisation?

5 GET SUPPORT

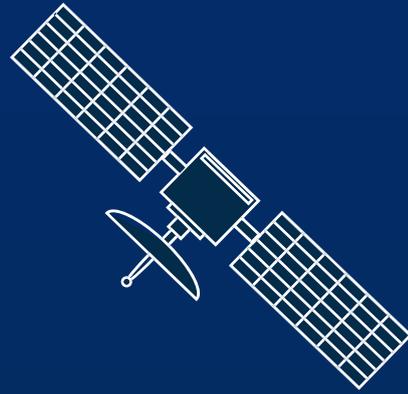
Build your own personal learning network (PLN)

Social media provides a wealth of opportunity to connect to L&D professionals. Two tools in particular have many L&D professionals who frequently share and help each other out; Twitter and LinkedIn.



You can find your own corner in these networks, look for like-minded people – just as you would in the non-virtual world.

Top 30 learning tips



Idea 1

Find the best performer in a particular area or department and ask them to document their career highlights. Gradually ask others to do the same. What were the key decisions/lessons learned?

Idea 2

Ask employees to routinely share 'what I have learned' with the rest of their team.

Idea 3

Offer a swap job role for a period of time e.g. ½ day, 1 day, or 1 week. This is particularly useful in areas where there could be difficulties communicating or underperformance.

Idea 4

Teach people internet searching skills – do some research about where to find good free content to support different job roles.

Idea 5

Training courses aren't the only way to learn. If someone asks to go on a course, discuss other forms of learning, e.g. read a book/series of articles, support by coaching.

Idea 6

If someone learns something new, e.g. attends an event, conference, or reads an interesting article, make it a common KPI that they share this knowledge with his or her team.

Idea 7

Focus on developing people's strengths. Sometimes working on a weakness can actually dilute a strength. Read more here – news.gallup.com/businessjournal/148691/%20making-strengths-based-development-work.aspx

Idea 8

Help your staff understand the modern world of brain science and learning techniques. Provide links to resources such as brainrules.net/about-brain-rules and community.dpgplc.co.uk/the-LD-zone

Idea 9

Try an unusual learning activity, e.g. find a poem or a song that captures a learning point or addresses a specific challenge and share it with a team or the whole company. Like Lewis Carol's 'Jabberwokey', for creativity – poetryfoundation.org/poem/171647

Idea 10

Address barriers or challenges that often hold people back, e.g. how to deal with pressure versus stress, how to have challenging conversations, how to see feedback as a gift, confidence issues, etc.

Idea 11

Observe it, learn it, do it, teach it – ask staff to pay it forward. If someone helps them to learn, then next time around, they might help others to learn.

Idea 12

Use storytelling and story listening. Think about lunchtime sessions to share stories of job challenges and how staff have overcome them.

Idea 13

Celebrate people doing a job well. Look for the good in people and what they do every day – share the secrets of their success. Thank people for going above and beyond the call of duty.

Idea 14

Don't be afraid to share success stories about how other L&D departments transformed staff careers and company performance.

Idea 15

Get to grips with modern learning models such as 70:20:10 and the 5 moments of learning need. Along with understanding concepts like cognitive load, spaced repetition and behaviour change, these need to be part of your learning toolkit. A good place to start – blog.logicearth.com

Idea 16

Embrace social media and network learning to really drive your continuing professional development. Professional groups on LinkedIn, for example, are a great source of learning. L&D could point staff to groups to suit their needs.

Idea 17

Strike up some co-ordinated mentoring relationships with local schools, e.g. students could teach the basics of social media and your staff could help the students with workplace skills.

Idea 18

Ask members of the senior management team to routinely share things they learn – encourage role modelling.

Idea 19

Think about internal blogging. L&D could start a weekly blog about useful ways to learn and also to help with specific areas of support, such as leadership, compliance, health and safety, etc. Ask some staff to contribute too, e.g. a new manager sharing their leadership journey.

Idea 20

Find experts in your organisation. Most people are an expert at something. Encourage them to share and collaborate with others at least once a month on your L&D blog.



Idea 21

Keep up to date with HR and workplace learning trends and share these insights regularly. In the UK, check out Towards Maturity (towardsmaturity.org) and worldwide, follow websites such as:

forbes.com/forbes/welcome/

td.org/Publications/Blogs/ATD-Blog

Idea 22

Encourage staff to decide what they need and don't need to learn to improve their own performance. Make learning resources readily available for all job roles. Resources not courses! Move towards self-service learning. You can read more here – td.org/Publications/Magazines/TD/TD-Archive/2011/12/The-Amazing-Era-of-Self-Service-Learning

Idea 23

Encourage the creation of user generated learning resources from anyone who has specialist subject matter expertise. Encouraging sharing of the content, rather than monitoring and controlling. Trust your staff to rate the content – the cream will rise to the top!

Idea 24

Talk the language of coaching, mentoring and support. Consider organisational-wide mentoring and apprenticeship approaches. Make it easy for staff to get the support they need.

Idea 25

Measure performance, not training or reaction to training, 'bums on seats', or other non-critical measures. Any learning support resource should help people improve performance, ideally chosen by the person who needs the improvement. It should help them say things like:

- I can now do my job better
- I can now solve that XYZ problem

Idea 26

Think about benchmarking other L&D teams, particularly in other industries who aren't competing with your organisation. Perhaps you can share knowledge and resources.

Idea 27

Encourage people to try new learning tools and bring new tools to L&D. All the ideas don't need to come from L&D!

Idea 28

Bring in a new learning idea each month. Keep on top of learning trends such as microlearning, content curation and spaced practice. Subscribe to the Logicearth blog to help you with this! blog.logicearth.com

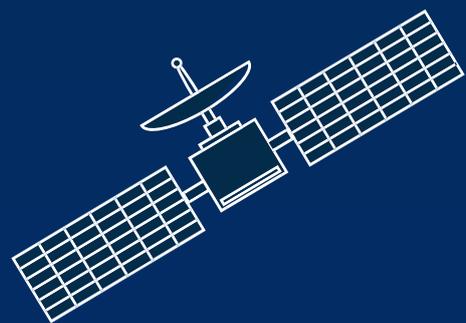
Idea 29

Have your CEO or Senior Executive team record a short web-cam video (2 minutes or less) of the biggest mistakes they learned so far from in the careers. Encourage staff to do the same. Make the videos a shareable, searchable resource.

Idea 30

Invite outside experts to do short, informal lunchtime session – 30 minutes Q&A less on a key topic for employee performance or well-being, e.g.

- Local GP or public health doctor to talk about healthy eating
- Local art teacher to talk about creativity
- Local athlete/sports person to talk about what it takes to succeed
- Local police to talk about Internet Security





Resources for modern workplace learning

The terms ‘modern learning’ and ‘the modern learner’ have featured a lot in the last few years. Certainly, these are terms that we use when talking to clients about how to improve their learning and support functions.

So what does modern learning really mean?

Some people argue that how we actually learn – the taking in of information through our senses, filtering, making sense, encoding, adding to existing neural pathways, forging new neural pathways, etc. won’t ever really change. But as we gain more understanding of important concepts in brain science, we become more aware of the impact that learning has on our lives. The ability for the modern human, and indeed the modern worker, to learn, change and adapt is core to our survival. Terms like neuroplasticity, meta-learning and cognitive bias are becoming common parlance in the corporate world. The pace of change in business is so fast that ‘learning’ is just as core a skill as ‘communication’.

It is becoming obvious that an individual’s ability to learn and adapt is starting to outweigh their core experience that they might bring to a role. In the homogenous corporate world, where we’re competing with many of the same products and services, the ability to learn efficiently and deal with vast amounts of information is fast becoming a competitive advantage.

What can organisations do to better support modern learning workers?

Here are three ideas to get you started:

1. Dive into the area of brain science a bit deeper – if you haven’t already.

Two good reads:

Brain rules

by Professor John Medina

Thinking, Fast and Slow

by Daniel Kahneman

2. Think of learning as a process rather than a one-off event

Encourage staff to really modernise their learning by using modern learning tools – social media, personal learning networks, communities of practice are becoming more widely used.

3. Adopt a ‘learning out loud’ policy

As people learn, encourage them to share their journey. The need for all of us to move away from the ‘knowledge is power’ mind-set has never been more important.



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from ld

Blog 2

Elearning and the LMS
just isn't enough anymore

Blog 3

Five popular myths about
training that need to be
ignored

We hope this resource helps you to transform your workplace learning.

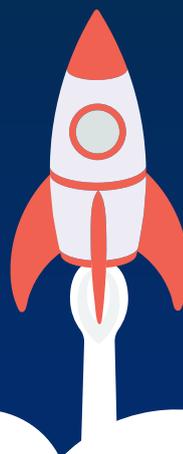


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We'd love to hear about the challenges you're facing.



[Start a conversation](#)



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CAPITA



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