

Healthcare Support Worker Learning Event
Make Learning Work For You

28 February 2019

Workshop Presentation Notes:

Working Together To Encourage a Learning Environment

Slide 7

1. Knowledge Sharing

- Asking for feedback, advice, opinion
- Asking for help
- Keeping people up to date

Create a learning plan - make sure that you know what the problem is you want to solve with the training, or what you want to achieve.

2. Coaching and Mentoring

How can you use coaching and mentoring to develop your staff?
Do you need coaches, mentors or both?

3. Know Your People

Know what motivates each person in your team and what their personal goals and interests are. Know where they need development.

If the subject matter is just a little beyond current skill level, learning is optimal. So you need to know where your learners are!

4. Continuous Learning

Schedule time after a course or conference to give opportunity to include new learning in work. Allocate tasks to them where they can apply and practise new skills.

5. Knowledge Sharing

Give staff an opportunity to showcase their skills. It might be a presentation on a topic or a simple explanation of a task. Provide a space where people can share or showcase learning with questions and answers or topics that people want to learn about.

6. Celebrate Learning

- Corporate newsletter or blog
- Award ceremonies
- A learning wall/space

7. Succession Planning – see slide 8

Slide 8: Succession Planning

- identifies staff members who currently have skills or the potential to develop skills that can help them move up within the organisation.
- recruitment and retention