

# The Learning Culture

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## What is a Learning Culture

- Environment that encourages knowledge sharing
- Provides opportunities for learning both internally and externally
- Does not limit learning opportunities to job related
- Promotes Life Long Learning

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## Learning Culture

- Allows for Individual learning opportunities
- Learning happens in all organizational directions
- Formal and informal



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## When does it start?

- “You had me from Hello”
  - Key Organizational Software
  - The “LGT Way”
  - Key Department functions
  - Key Briefings and Tours

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## After Orientation

- Learning Plan
  - Supervisor
  - Mentor
  - Learning Director
- Learning Buddy
  - Department “Go To” person

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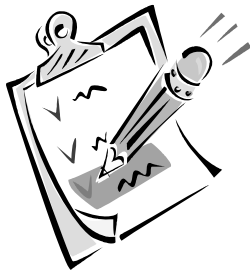
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## Learning Plans

- Personalized
- Include internal and external opportunities
- Are updated annually



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## Learning Opportunities

- After a Project
  - What did we learn
  - What should we pass to others
- Software Change
  - What is new
  - How should it be presented

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## Learning Opportunities

- Formal
  - In House Training
    - Professional Development
    - Technical
    - Vendor
  - Conferences
- Informal
  - Staff Meetings
  - Ad Hoc

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## Learning Opportunities

- Knowledge transfer
- Shadowing
- Training



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## Subject Matter Experts

- Learning for others by training
  - Identifying your SME
  - Preparing materials
  - Preparing for training (train the trainer)
- Both an internal and external resource
  - Staff training
  - Client training

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## Learning Culture



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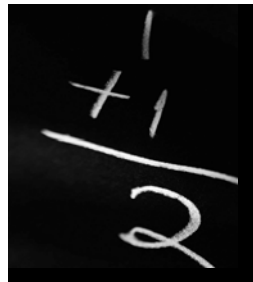
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## Learning Resources

- Classroom
- Conferences
- One - On - One



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## Learning Resources

- Web conferences
- Pod Casts
- E-Learning



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## Learning Investments

- ASTD recommendations
  - 12% of the annual salary of the employee
- Through management this can be 10%
  - Internal programs to transfer knowledge
  - Knowledge transfer
  - Managed learning

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## Learning Investments

- Measured Investment
  - Staff
  - Direct Costs
  - Indirect Cost
- ROI

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## Keys to Success

- Executive Buy In
- Match learning opportunities with current needs and wants
- Update curriculum often
- Implement feedback



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## Keys to Success

- Give learners control
- Incorporate into career development
- Provide opportunities to apply what they have learned
- Strive for Real World Training

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## Learning Professionals

- Director of Firm wide Learning
  - Education Professional
  - Responsible for coordinating learning opportunities
- Trainers
- Developers

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## Overcome the Barriers

- Not Enough time
- Fear and Defensiveness
- “I already know that”
- Identified Cost

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