

Building a Learning Culture: Checklist

To create or enhance a learning culture in your organization, follow these steps for trainers, managers/supervisors and learners.

| | Trainers | Manager/Supervisors | Learners |
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| Before Training | <ul style="list-style-type: none"> • Interview key participants to understand needs • Collaborate with manager/supervisor about training goals • Assess existing courses for needs/gaps; acquire, design or review and update materials • Administer pre-course assessment, send pre-work to learners and their managers • Clearly specify performance and business result objectives along with schedule. | <ul style="list-style-type: none"> • Offer feedback on relevance and timing of course • Review course objectives/materials and meet with direct reports to discuss developmental priorities, ways to support learning, and coverage of responsibilities during course • Review/audit/attend the course as relevant • Bear in mind that practicing new skills learned may temporarily slow performance. | <ul style="list-style-type: none"> • Participate in pre-course interviews and assessments honestly and intentionally • Complete any required pre-course reading or work • Make sure you're clear about how the upcoming training is relevant to your learning and performance goals. |
| During Training | <ul style="list-style-type: none"> • Facilitate program and learner process to promote retention and knowledge transfer. • Answer questions and use relevant examples/stories • Be mindful about breaks • Leave time to recap, share follow-up resources and set up networking among learners • Create a certificate for course completion. | <ul style="list-style-type: none"> • Support learner by managing work responsibilities and protecting participant from work-related issues • If more than one day, check in with learners to show interest: "How's it going? What have you learned? What is one thing that could contribute to the effectiveness of your work?" | <ul style="list-style-type: none"> • Be an active learner: focus on your priority learning goals • Enjoy the process! • Participate and ask questions • Make plans for follow-up application and reinforcement during the course. |

| After Training | <ul style="list-style-type: none"> • Acknowledge successful course completion • Make learning/reinforcement resources available to learners • Host online or live discussion/application forums • Assist in calculating return-on-investment • Administer post-course assessment, send results to learners and managers | <ul style="list-style-type: none"> • Meet with learners to discuss their learning experience, set goals with them for application of learning • Set an example for desired behavior • Provide opportunities to apply new skills • Monitor performance, give positive and constructive feedback • Exercise patience in awaiting evidence of improved performance and business results | <ul style="list-style-type: none"> • Brief fellow team members about course lessons learned and feedback needed • Complete any follow-up course assessment promptly • Stay in contact with trainers and other learners to share experiences, insights, and encouragement |
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