

Learning in the flow of work: what we've discovered

A recent workshop we held with LPI explored how we learn in the flow of work: what the challenges are, how we overcome them, what technology can assist us and how we can make learning part of everyday work. Here we summarise our findings.



What challenges are we facing?

- A lack of understanding about the different types of learning
- Finding the time to learn
- Giving ourselves permission to learn and enjoy it
- A lack of trust from the employer: are the learners gaining useful knowledge?
- Negative perceptions of learning
- L&D professionals struggling to keep up to date with new ways of learning
- A realisation that training needs to be more than just courses



How can we overcome these challenges?

- Create job aids and tools, rather than relying solely on courses
- Hold workshops to discuss embedding new practices
- Use blended learning – include practical sessions as well
- Induction cohorts, which will help to create support networks
- Create bite-size chunks of learning to help us to access exactly what we need
- Build learning communities to support learners



What technology can assist us?

- A platform that enables all the elements you need: bite-size content, easily accessible, mobile friendly, search functionality, and tailored to specific roles
- Microsoft Teams and Zoom are great for collaboration
- Elements such as bite-size courses, videos, webinars and chat boards should be used alongside collaborative technologies



How can we make learning part of our everyday work?

- Schedule in protected time for learning
- Learn from our peers and people we engage with
- Create a list of things we are interested in or want to learn more about
- Make sure learning is accessible for all and caters to different types of learning styles
- Use systems to share up-to-date and easily-accessible content
- Get buy-in from managers and team leaders – without this, internal promotion can fail before it has started
- Create a learning culture, as opposed to a box-ticking exercise

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