



MASTER CLASS



CONFERENCE



PRESENTATION

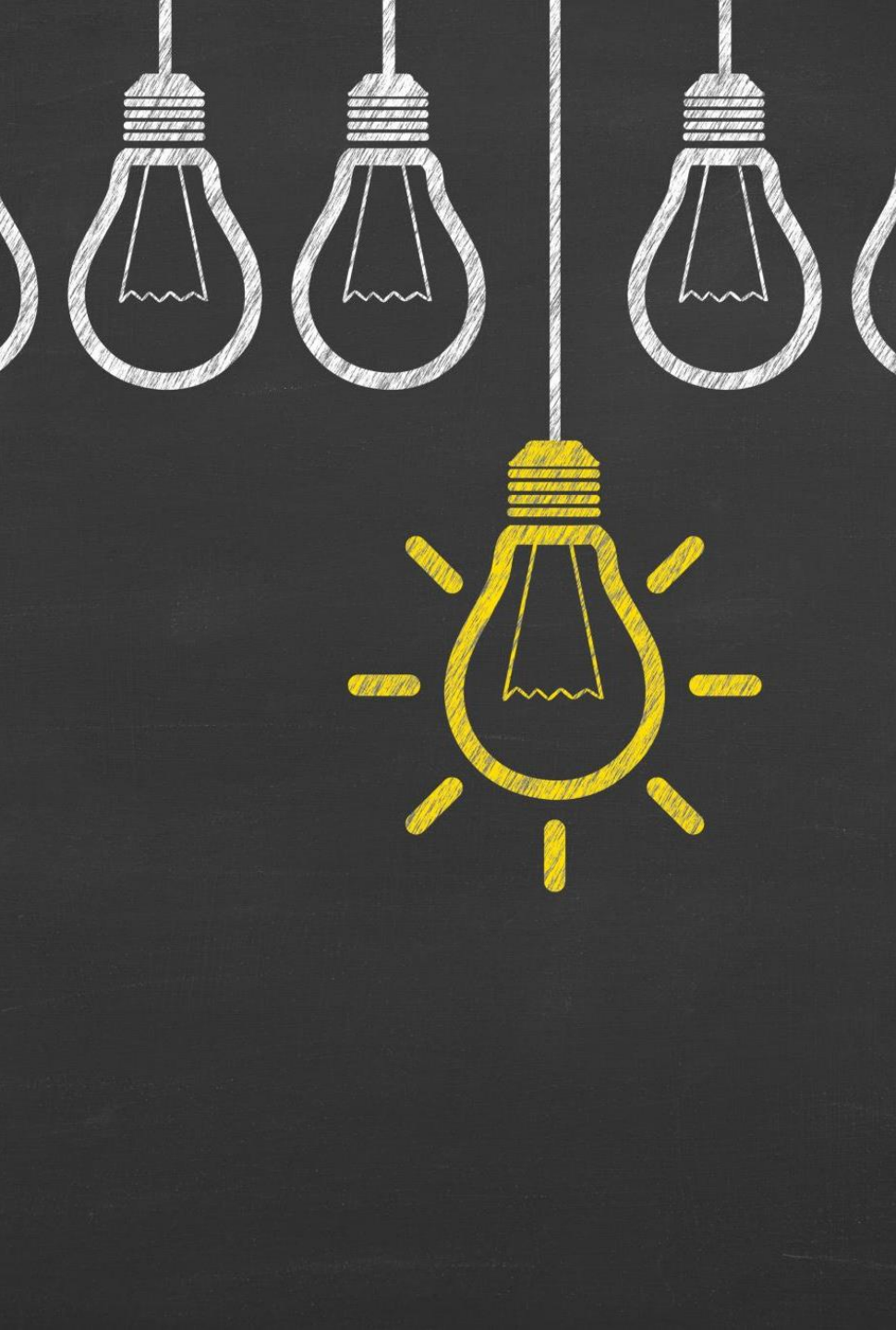


Operational Plan – Learning & Development



Introduction

- Learning, training and development is concerned with helping people to acquire knowledge and skills, or modify their attitudes or behaviours to improve abilities and performance.
- With the introduction of the new Education and Learning Strategy we now have the opportunity to set out the approach to corporate learning, training and development for the next two years to ensure that our people are equipped with the generic knowledge, skills and competencies needed to effectively deliver high quality public services both now and in the future.
- This plan has been developed by examining both external and internal documents and reflects the learning, training, and development needs arising from the many and varied challenges facing our new organisation if we are to rise to the challenge of
- **“Delivering a world class education service that meets the needs of our patients, staff and learners across Merseyside and beyond”**.



The 70:20:10 Delivery Model



- The 70-20-10 Model for Learning and Development is a commonly used formula within the training profession to describe the optimal sources of learning by successful managers. It holds that individuals obtain 70 percent of their knowledge from on the job experiences, 20 percent from social interactions with others, and 10 percent from formal educational events.
- This learning and development formula was developed by Morgan McCall and the Centre for Creative Leadership.



55:25:20

LEARNING MODEL

55%

Learn Through
Experiencing

25%

Learn Through
Exposure

20%

Learn Through
Education

The updated
version –
55:25:20
Model

The purpose of the 55:25:20 model isn't to separate learning and working, but to strengthen the synergy between them so the 55:25:20 solutions are mutually reinforcing

Learning Paradigm	55:25:20 Performance Paradigm
Focus on the learning solutions: the 20%	Focus on creating effective connections between working and learning by working together
Learning is the result of a skills deficit	Learning tackles performance issues within the organisation
Analyses the learning need	Analyses organisational and performance needs
Develops and delivers formal learning solutions	Develops and delivers solutions to improve performance
Focus on learning goals	Focus on performance goals
Focus on content	Focus on context and content
Focus on theoretical knowledge (what)	Focus on practical knowledge (how)
Focus on the learner in formal learning situations	Focus on work, employees and the whole organisation
Learning is an event itself	Learning is a constant process and part of overall performance
Learning is separated from work	Learning and working are integrated



55% On the Job

Learn by Experience:
Performing the actual
role or task

- On the job practice
- Become a coach or mentor to others
- New project or stretch opportunity
- Deputise for your manager
- Using new tools/technology
- Take on additional responsibilities
- Learn the roles of others
- Develop others
- Take a secondment

25% Social

Learn by Exposure:
New/different
perspectives or practices

- Being mentored or coached
- Receive 360-degree feedback to improve
- Shadowing others
- Use Action Learning Sets and learn from others
- Develop your networks
- Follow and participate in blogs
- Listen to podcasts

20% Formal

Learn by Education:
Acquire skills/knowledge
through formal learning

- Attend courses and workshops
- Attend conferences and events
- Attend live webinars
- Undertake professional qualifications
- Take part in simulated workshops
- Self-directed formal learning
- Attend Masterclasses

Embedding the 55:25:20 Model