

Checklist: - 70:20:10, your framework for Learning

70: 20: 10 is your framework for Learning. You learn 70% from experiences (“by doing”), 20% from others and 10% from formal training.

This checklist begins to list ideas on how to maximise learning, at each level of 70:20:10.

70% - Learning by Doing	Notes
<ul style="list-style-type: none"> • Ensure role clarity <ul style="list-style-type: none"> – Position Description – Key Result Areas (KRAs) • Use 6 monthly Appraisals to plan learning <ul style="list-style-type: none"> – Competency Gaps/ Priorities – Courses to attend – Coaching schedule – Mentor/ Buddy program – Personal Development Projects • Self Assess of personal training needs <ul style="list-style-type: none"> – Rate competencies and prioritise – Agree personal on-the-job learning priorities (as a bi-product of coaching days) – Put ideas into practice – Regularly assess progress with your manager • Each individual to be an “expertise champion” in some aspect of the role, on behalf of the team <ul style="list-style-type: none"> – Projects to “develop our state of the art” – Present to colleagues at team meetings 	

20% - Learning from Others

Notes

- **Rigorous induction**
 - Line Manager plays a very active role
 - Structured 2-3 week initial program
 - Experienced peers involved (must be well briefed and trained to coach)

- **Rigorous coaching schedule**
 - Minimum monthly sessions
 - Ideally fortnightly
 - More frequent for new staff

- **Personal Mentor**
 - Mentoring encouraged
 - Ideally the individual's choice of mentor
 - Perhaps from a pool of available mentors

- **Buddying**
 - Formal buddy in first 3-6 months in role (a capable peer)

- **Project teams**
 - Learning to work with peers on business challenges (new methods/ tactics)

- **Peer "work withs"**
 - Joint activity to observe good practice (e.g. 2 Territory Managers together for ½ day in Sales)

10% - Learning by being taught	Notes
<ul style="list-style-type: none"> • Have a “Learning Pathway” for each role which indicates the “assigned” topics (workshops/ on-line learning etc.) <ul style="list-style-type: none"> – Spread over 2-3 years to reflect anticipated time in role • Use Appraisals to select other “elective” topics from relevant company curricula <ul style="list-style-type: none"> – Tailor training to the specific role • Book workshop attendance during or immediately after appraisal meetings <ul style="list-style-type: none"> – Have a six month schedule – Protect those timeslots • Pay careful attention to workshop <i>relevance</i> (not just title) <ul style="list-style-type: none"> – Objectives – Target audience – Content • Identify e-Learning or other self-learning media available to accelerate learning • Have a briefing meeting with any team member <i>before</i> any workshop attendance <ul style="list-style-type: none"> – Refocus on learning priorities – Identify relevant self-learning 	

10% - Learning by being taught

Notes

- **Have a debrief after any workshop**
 - Review learnings vs. preset priorities
 - Agree implementation priorities (i.e. adjust their current “*learning by doing*” focus)
 - Schedule “themed” coaching to support this
- **Assist with self-learning**
 - Debrief individuals after they complete any self-learning
 - Again, link to coaching themes
- **Run short reinforcement training sessions at team meetings**
 - Focus on *applications* and *skills practice* (not just repeating the “knowledge”)
 - Team members to lead some of these sessions