

# Certified Courses



# Developing and Managing a Learning Organization

## Why Attend

- Advancements in technology, shifts in customer preferences, ambiguous economic conditions, and intensifying competition have become regular and powerful forces modern organizations need to tackle to stay relevant. Latest market research consistently highlights the need for organizations to invest in their learning capabilities to become more equipped at confronting volatile environments and making the transitions between the different market shifts; this makes a learning organization a strategic imperative rather than a strategic choice. This course provides working knowledge on how to develop a learning organization and manage it once it has been established. It also identifies the critical components that will produce the most effective learning initiatives for existing business needs.

## Course Methodology

- The course uses a mix of tactics to increase management support behind the value of the learning organization. Participants will also work with different exercises and case studies geared toward developing strategies to maximize learning and improve job performance. They will also work with checklists and decision tools to help them solve the challenges of establishing their learning organizations.

## Course Objectives

By the end of the course, participants will be able to:

- Identify key roles needed for a learning organization and examine the learning cycle and how it is achieved
- Identify learning needs and how to support them by the right initiatives and learning strategy plan
- Plan and manage learning budgets and initiatives using ROI and other methodologies for proper evaluation behind learning investments.
- Select, manage, assess and develop internal and external resources
- Strengthen and consolidate learning transfer and support, and resolve learning challenges as they arise

## Target Audience

- Chief executives, division and department heads, senior and middle managers, supervisors and team leaders and professionals who are keen on implementing effective learning strategies that support business needs

## Target Competencies

- Organizational learning
- Strategic thinking and planning
- Workforce learning development
- Innovation
- Empowerment
- Engagement
- Managing the learning environment
- Transfer of learning

### Understanding the learning organization

- Defining a learning organization
- The relevance of a learning organization in today's market
- The learning economy and its impact on the roles of leadership and management
- The characteristics of a learning organization
- The learning cycle in a learning organization
- Views on learning organization from top thought leaders

### Identifying and supporting the needs of a learning organization

- Developing learning competencies within the management cadre
- Relating to market needs
- Business needs analysis
- Consumer demands
- Employee requirements
- Defining value and the learning organization scorecard
- Conducting Performance analysis
- Collecting information
- Analyzing causes and concerns
- Promoting solutions
- Key strategies and initiatives and their implications
- Available frameworks
- Delivery options
- Understanding the business implications and challenges
- Developing and implementing the plan
- Budgets, cost analysis and ROI issues
- Key performance indicators and measuring the success

## Employee engagement and team learning

- Employee engagement as a foundation for learning
- Teamwork as a learning accelerator
- Learning styles and preferences
- Promoting resourcefulness, innovation and information sharing
- Barriers to learning transfer
- Measuring results and key performance indicators

## Strengthening the right partnerships around learning transfers

- Working with internal resources
- Partnering with Human Resources
- Partnering with the Training Department
- Partnering with other divisions and sections
- Working with external resources
- Working with learning service providers
- Working with content providers
- Benchmarking against other leading learning organizations

## Sustaining and supporting a learning culture

- Infusing learning into everyday activities
  - Making learning fun
  - Formalizing learning and development plans
  - Giving recognition for learning
  - Developing information sharing into a formal process
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