



# Learning Teams Introduction

An introduction to Learning Teams for organizational learning and improving.

# Using Learning Teams to learn and improve on safety in the workplace.

## 1. PURPOSE

This visual framework has been designed to help you:

- 1) Better understand what a Learning Team is and how it helps both workers and the organization to better understand safety.
- 2) Understand what, when, how and why people do things differently from the formal systems and procedures to get the job done.
- 3) How to problem identify with people sharing their stories and perspectives on normal everyday work.
- 4) How to problem solve, learn and improve to reduce uncertainty.

People are as Safe as they think they need to be **Dr Todd Conklin**

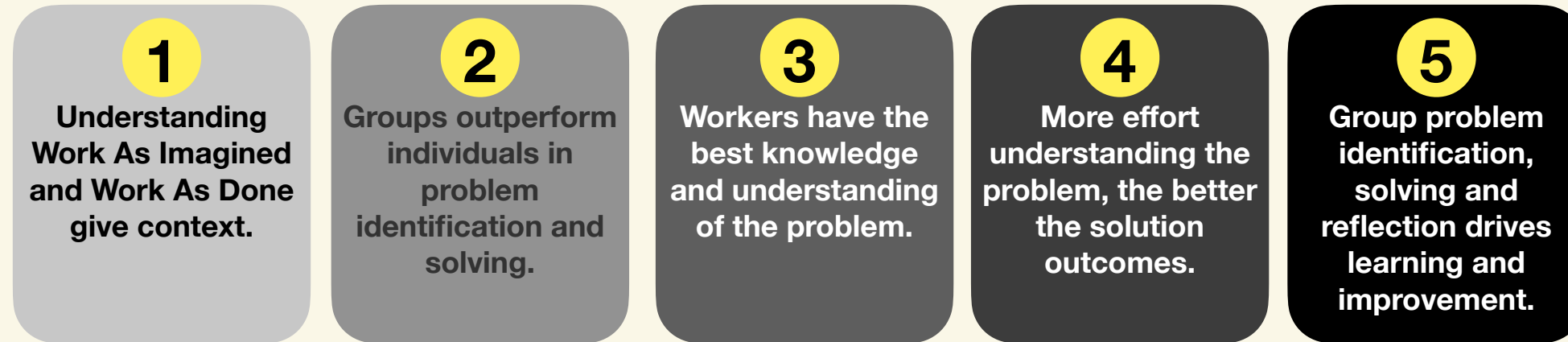
## 2. PEOPLE

The people who influence the risk or are exposed to the risk need to be part of the Learning Team, because:

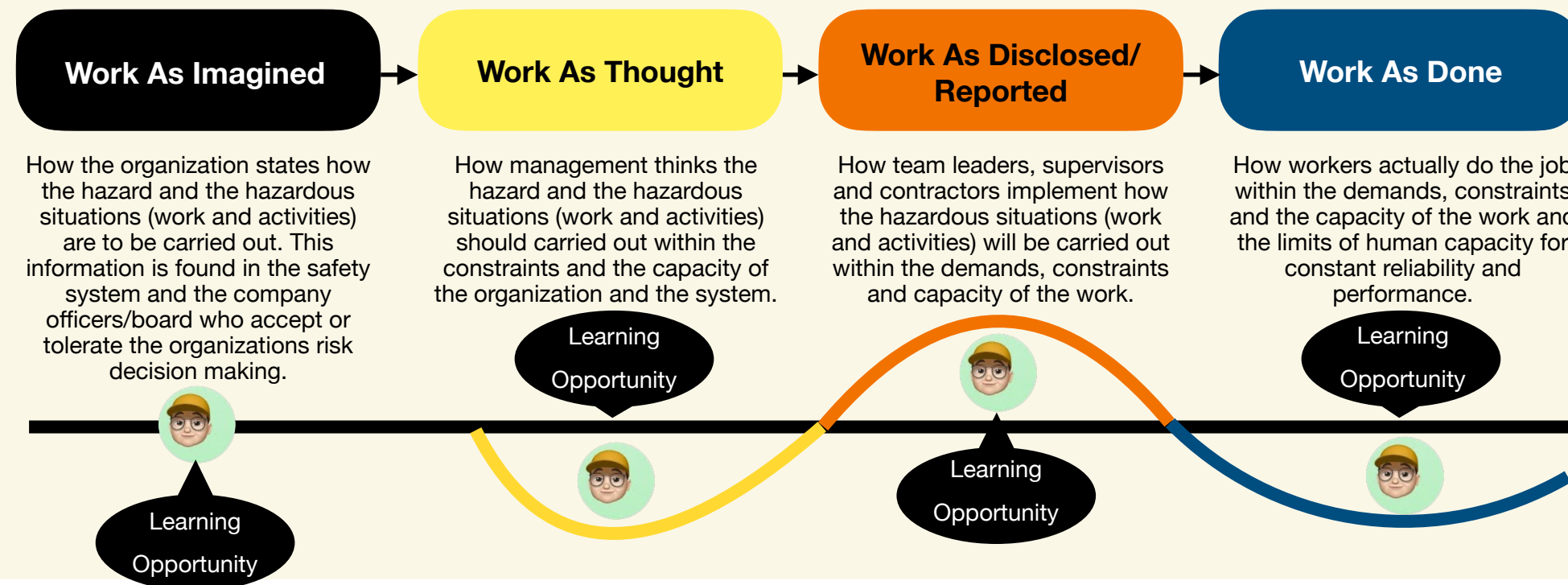
- 1) Everyone sees risk differently.
- 2) Groups always out perform individuals in problem identification and solving.
- 3) Functional diversity gives better context to risk when you explore the stories and views of others.
- 4) Sharing your stories and being valued when creating transparency of critical risk creates buy-in.
- 5) Embrace diversity of thought and co-construction of

## 3. FRAMEWORK

### 3A. The five (5) principles of Learning Teams



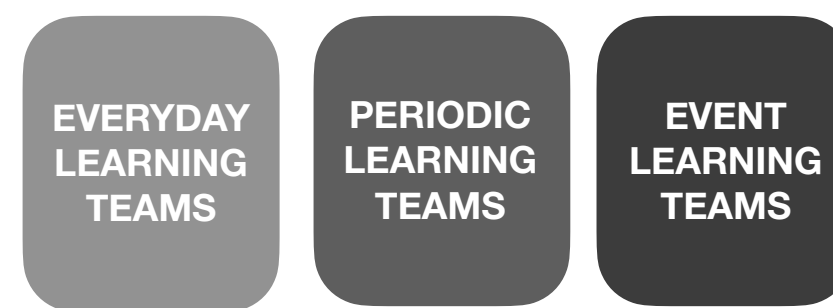
### 3B. Where operational learning occurs across the organization



### 3C. Learning modes



### 3D. Learning Team opportunities



## 4. COMMUNICATE

Develop your improvement plan (**SMART**) and communicate to the wider audience.

**SPECIFIC, MEASURABLE, ACHIEVABLE, RELEVANT & TIME BOUND**

The problem is to know what the problem is.

We are managing uncertain outcomes with certain controls

## 5. FOLLOW UP

As Dr Todd would say "Remember that we are managing uncertain outcomes with certain controls".

Using the P-D-C-A model of continuous improvement, you need to identify if the ideas and improvements are working as expected. Conduct a mini Learning Team with the same people to reflect on the change. If they are not working as intended, you should:

- 1) Improve and review, or
- 2) Remove and review.

**KEEP LEARNING AND IMPROVING TO REDUCE UNCERTAINTY.**