



## Knowledge Sharing:

### The Learning Culture for Today's Workplace

Patricia A. Sullivan, MS, SPHR  
 tampacoaching.com  
 pdhrconsulting.com  
 813.839.7325  
 @eqhrPatti



## Our Agenda

- Culture Design – Strategy, Vision, Purpose
- New Hires – Deep Learning, Full Engagement
- Mentor/Protégé – the ADDIE way
- Strategic Retains – Linking Knowledge Sharing to Performance Expectation
- Quality Tools for T&D–Team Learning, Collaboration, Critical Thinking

## Changing Workplace - VUCA



- Product Economy to Intellectual Economy
  - Killing Creativity
  - Customer Interfacing = Customer Loyalty
  - ISO 9001:2015
- Demographics
  - Age/Workplace Diversity
- Learning Organization
- Wonders of Science: Neuroplasticity
  - Mindfulness
  - Growth Mindset v. Fixed Mindset

## CULTURE DESIGN - ...top down



The Learning Organization (Senge)

1. Systems Thinking
2. Personal Mastery
3. Mental Models
4. Shared Vision
5. Team Learning

Leadership Defined

1. Develop Talent
2. Build Trust
3. Growth Mindset

## Define Leadership Competencies WHAT is LEADERSHIP?

“Leadership: The art of getting someone else to do something you want done because he wants to do it.”  
 D. D. Eisenhower



## Define Leadership Competencies

### Leadership Qualities

- Ethical, Integrity
- Credible
- Delivers Results
- Develops Self & Others
- Open (Communication, etc)
- Change Agent
- Self-Aware
- Positive, Approachable
- Builds Relationships
- Breaks down silos
- Seeks First to Fully Understand
- Competent

Please Consider:

“LEADERSHIP CAN NOT BE TAUGHT; IT CAN ONLY BE LEARNED.”

H.S. Geneen

## SYSTEMS THINKING -

...top down  
...bottom up



- New Hires – Deep Learning, Full Engagement
- Mentor/Protégé – the ADDIE way
- Strategic Retains – Linking Knowledge Sharing to Performance Expectation
- Quality Tools for T&D–Team Learning, Collaboration, Critical Thinking

**“Employees in today’s organizations are not interchangeable, easily replaced parts of a system, but the source of the company’s success or failure.”**

(Raymond A. Noe, 2011)



## NEW HIRES - CCC

### Connection - Engagement

- On-boarding, OTJ Skills
- Buddy
- Meet Team, Department Goals
- Meet w/Managers' re: Goals
- What Else?



### Deep Learning

- Understand
  - Goals / Objectives/ Strategies
  - Mission / Vision / Values
- Know
  - Industry, Opportunities & Threats
  - Products/Services/Processes
- Align
  - T&D with Organization
  - Gaps in KSA
  - Performance Mgmt

## Mentor/Protégé - The ADDIE Way



## STRATEGIC RETAINS



### ORGANIZATION

Link to Performance
Document Processes
Lead Training


### BRING OUT BEST


## Quality Tools In Knowledge Sharing

### Systems

- Quality Circles/Learning Circles
  - \_\_\_\_\_
  - \_\_\_\_\_
- Post-Mortems
  - \_\_\_\_\_
  - \_\_\_\_\_
- Teams/Critical Thinking
  - \_\_\_\_\_
  - \_\_\_\_\_
- Kaizen
  - \_\_\_\_\_
  - \_\_\_\_\_





**“You can buy people’s time; you can buy their physical presence at a given place; you can even buy a measured number of muscular motions per hour. BUT, you cannot buy enthusiasm....you cannot buy loyalty... you cannot buy the devotion of their hearts. This you must earn.”** (Clarence Francis)

**QUESTIONS?**  
**DISCUSSION POINTS?**