

QUICK GUIDE

-to-

LEARNING TEAMS

-and-

LEARNING EXPLORATIONS



***Human & Organizational Performance***

Consulting | Support | Fundamentals | Learning Teams | Culture | Safety

What is a...

# LEARNING TEAM

A learning team can be defined as a way of looking at safety, quality, and operational excellence differently – by involving and empowering those that do the work – to drive improvements at both the worker and organizational level (Sutton, McCarthy, Robinson, Conklin, 2020).



## ***The five steps of a learning team:***

1. Prepare
2. Learn
3. Soak
4. Improve
5. Act

Learning teams can be used anytime that you need to learn more about something. Things like events, interesting successes, and particular pain points, are all great areas to dig in deep and seek to gain a better understanding. Learning teams can practically be used anywhere, but we must acknowledge the realities of time, budget, and resources that we face within our organizations.



What is a...

# LEARNING EXPLORATION

Learning explorations can be described as a “freestyle,” organic, and conversational approach used to seek out opportunities for deeper and more focused operational learning. When utilizing learning explorations, we are casting a wide net to see what can be hauled to the surface. These sessions are not necessarily focused on the generation of fixes – learning explorations are about listening for areas in which we should seek to learn more.



## ***The four basic steps of a learning exploration:***

1. Identify an area for exploration
2. Conduct sessions
3. Evaluate
4. Seek deeper learning

Conducting a learning exploration is very similar to conducting a learning team – notable exceptions being the absence of a second session and soak time. Remember, we are not seeking to solve problems, we are seeking to learn about problems that we do not yet have knowledge of. These learning explorations are more listening and triage, than deep dives and problem solving.



*Listening for areas to....*

# DIG DEEP

Listen for and lean into learning rich opportunities for organizational betterment. They often sound like:

- *That thing never works right...*
  - *It's way too hard to...*
  - *I don't know why we...*
- *It's so dumb that we have to...*
  - *We must make do with...*
    - *We can't get...*
    - *And many more...*



# KEY POINTS

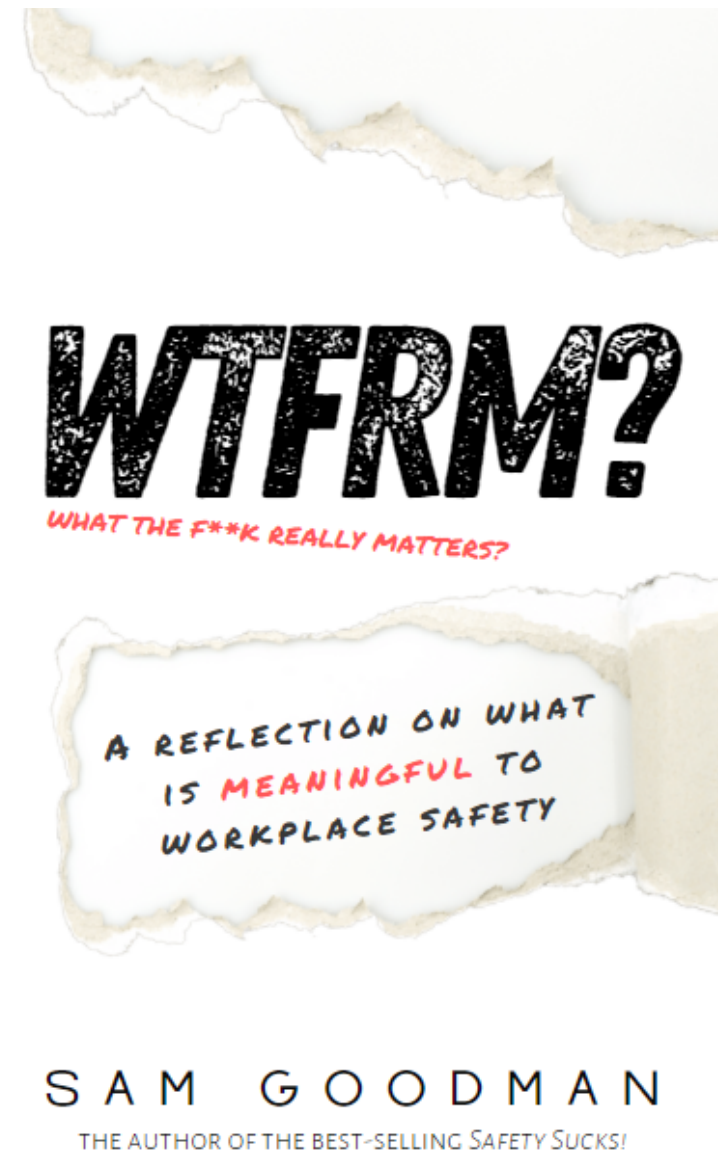
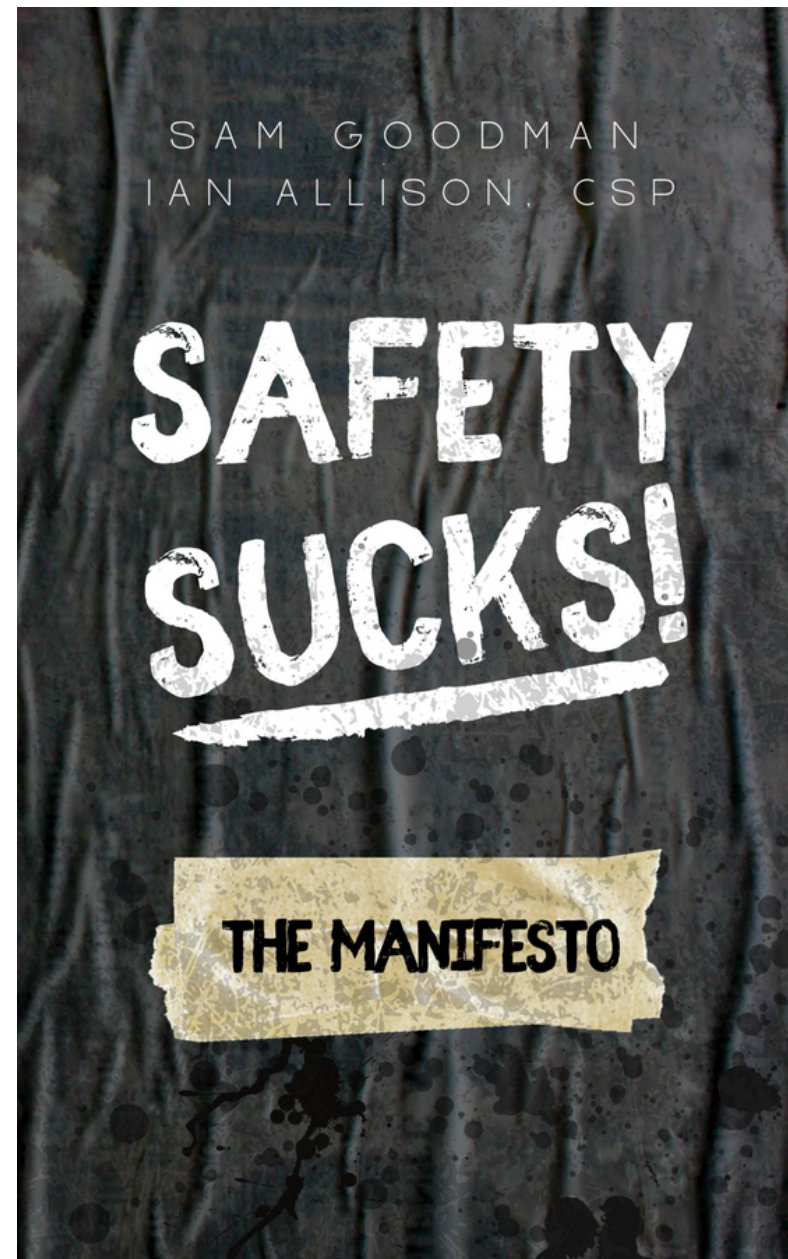
Use learning teams or learning explorations for anything you would like to learn more about

Pay close attention to learning about normal work – seek to tap into lived reality

Be cautious to not create too much structure or rigidity around the process

Do not be afraid to get started – start small and experiment, then go big





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