Today’s Presenter

Jami Munk Carter
Director, Tooele City Library, Utah Library Association President, and creator of the Self-Directed Achievement Model
BUILD YOUR LEARNING CULTURE

THE WHOLE ORGANIZATION APPROACH

Jami Munk Carter

August 24, 2016
Today’s Objectives

• To **identify patterns** that lead us to our most **impactful learning opportunities**.

• To consider some **best practices and mindsets** that help us **grow a learning culture**.

• To **share learning strategies and methods** with each other.
What’s the difference?

“A learning organization promotes and supports learning at all levels and in a variety of ways.”

– Russell Sarder
What’s the difference?

“[A learning organization is a place where] people continually expand their capacity to create the results they truly desire.”

– Peter Senge

Why become a learning organization?

• Learning is our industry
• Crucial Advantages
  o Adaptable
  o Innovative
  o More efficient
  o Attract and retain the right people
• My favorite reason...
It’s way more
Don’t get tripped up...

One size does NOT fit all
Don’t get tripped up...

Learning is messy
Don’t get tripped up…

Learning is a practice
Don’t get tripped up...

Mastery is unattainable
Don’t get tripped up…

Our organizations can’t “own” learning

## Our Training Strategies

<table>
<thead>
<tr>
<th>Strategy</th>
<th>Participation</th>
<th>Content Selection</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Strategy</strong></td>
<td><strong>Participants</strong></td>
<td><strong>Optional</strong></td>
</tr>
<tr>
<td>On-the-job Training</td>
<td>All</td>
<td>Required</td>
</tr>
<tr>
<td>Staff Development Day</td>
<td>All</td>
<td>Required</td>
</tr>
<tr>
<td>State Association Conference</td>
<td>Leadership</td>
<td>Limited Availability</td>
</tr>
<tr>
<td>UPLIFT (Utah Public Library Institute for Training)</td>
<td>Assigned. Limited.</td>
<td>Limited Availability</td>
</tr>
<tr>
<td>Tuition Assistance</td>
<td>Applicants</td>
<td>Available</td>
</tr>
<tr>
<td>Topical Live Training (State Library / State Association)</td>
<td>Limited Availability</td>
<td>State Library</td>
</tr>
</tbody>
</table>
# Our Training Strategies (revised)

<table>
<thead>
<tr>
<th>Strategy</th>
<th>Participation</th>
<th>Content Selection</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>On-the-job Training</td>
<td>All</td>
<td>Required</td>
<td>Task Based</td>
</tr>
<tr>
<td>Staff Development Day</td>
<td>All</td>
<td>Required</td>
<td>Library</td>
</tr>
<tr>
<td>State Association Conference</td>
<td>Leadership</td>
<td>Limited Availability</td>
<td>Individual</td>
</tr>
<tr>
<td>UPLIFT (Utah Public Library Institute for Training)</td>
<td>Assigned. Limited.</td>
<td>Limited Availability</td>
<td>State Library</td>
</tr>
<tr>
<td>Tuition Assistance</td>
<td>Applicants</td>
<td>Available</td>
<td>Individual</td>
</tr>
<tr>
<td>Topical Live Training (State Library / State Association)</td>
<td></td>
<td>Limited Availability</td>
<td>State Library</td>
</tr>
<tr>
<td>Self Directed Achievement</td>
<td>All</td>
<td>Required</td>
<td>Individual</td>
</tr>
</tbody>
</table>
*Some* Best Practices

- Be Intentional
- Every Person
- Variety of Methods
- Reflection & Renewal
- Self-Directed Learning
- Positive Accountability
Hire Learners

“I believe the people I hire must have one thing: an open mind. They must have minds that are open to everything and attached to nothing. Once you find people with the right attitude, you can always train for skills. So you hire for attitude and train for skills, you don’t go the other way around.”

– Savio Chan, President & CEO of US China Partners.
Recap

What have we covered so far?
• Why become a learning organization?
• Don’t get tripped up!
• Strategies and best practices.

Coming Up…
• Getting started
• Advice for leaders

Have you shared your thoughts in chat yet?
Where to begin

- Unlearning is a pre-requisite to learning
- Create the right environment
Competency Models

Competency models are frameworks that describe critical success factors. What people need to know to accomplish a job at the highest level.

“For every job ... the No. 1 thing we look for is general cognitive ability, and it’s not I.Q. It’s learning ability. It’s the ability to process on the fly. It’s the ability to pull together disparate bits of information.”

– Laszlo Beck, Senior Vice President of People Operations, Google.

See Competency Index for the Library Field, WebJunction
Performance Goals vs. Learning Goals

Performance Goal = Task
Learning Goal = Knowledge

“Learning goals help people grow and expand. They encourage employees to think for themselves, find new ways of doing things, and feel more empowered at work.”

— Russell Sarder
Get Chatty!

What learning strategies do you use in your organization?
Helpful Advice for Leaders

Your organizational structure will likely adjust to allow success, and so will your own competencies.
10 Growth Mindset Statements

What can I say to myself?

INSTEAD OF:

I'm not good at this.
I'm awesome at this.
I give up.
This is too hard.
I can't make this any better.
I just can't do Math.
I made a mistake.
She's so smart. I will never be that smart.
It's good enough.
Plan "A" didn't work.

TRY THINKING:

1. What am I missing?
2. I'm on the right track.
3. I'll use some of the strategies we've learned.
4. This may take some time and effort.
5. I can always improve so I'll keep trying.
6. I'm going to train my brain in Math.
7. Mistakes help me to learn better.
8. I'm going to figure out how she does it.
9. Is it really my best work?
10. Good thing the alphabet has 25 more letters!

See: Carol Dweck - Mindset: the new psychology of success
Return On Investment (ROI)
Upcoming Training Series

Building an Effective Learning Culture

This is a new online learning initiative from Infopeople. This online learning program will be experiential and flexible for busy library staff schedules. Unlike the typical online course, participants will register in teams from a single library or library system, and will do work individually and in groups. It will include a virtual mentoring component, and will focus on new delivery methods divided into bite-sized chunks.

This initiative will run January through June 2017.

Stay informed: https://infopeople.org/belcupdates

And get a sneak peek tomorrow!
https://infopeople.org/civicrm/event/info?reset=1&id=605
I brake for stop signs. learners

Contact information
Jami Munk Carter
jamic@tooelecity.org