

CREATING A LEARNING CULTURE

20 ACTIONS MANAGERS CAN TAKE

Cultivating a learning culture requires intentional, daily actions from managers—such as modeling curiosity, providing dedicated development time, and framing mistakes as growth opportunities.

Leading by Example

1. **Model the Learning Journey:** Share your own learning journey, mistakes, and lessons learned to show that continuous improvement applies to everyone.
2. **Foster a Growth Mindset:** Praise the effort and learning process, rather than just the result.
3. **Encourage Curiosity:** Actively ask “Why?” and “What if?” to stimulate critical thinking.
4. **Adopt “No-Blame” Retrospectives:** After a project, especially if it fails, focus discussions on what was learned rather than who is to blame.

Embedding Learning in the Workflow

5. **Assign “Stretch” Projects:** Provide assignments that challenge team members to develop new skills.
6. **Implement “Lunch and Learns”:** Organize informal, lunchtime sessions where team members share knowledge on a specific topic.
7. **Create “Learning Days”:** Dedicate a regular, meeting-free day or time block for training.
8. **Rotate Roles or Tasks:** Allow team members to temporarily take on different responsibilities to gain broader perspective.
9. **Debrief and Recalibrate:** Review projects immediately after completion to capture lessons learned.

Sharing, Mentoring and Coaching

10. **Set Up a Mentorship Program:** Pair new employees with colleagues for structured guidance.
11. **Use Peer Coaching:** Encourage team members to observe each other and provide feedback.
12. **Start a Knowledge-Sharing Routine:** Begin weekly team meetings with one team member sharing something new they learned.
13. **Create Communities of Practice:** Form groups for sharing best practices relating to specific skills, such as AI fluency, project management, etc.

Encouraging Professional Development

14. **Provide Access to Learning Opportunities:** Invest in online courses, industry-specific certifications, and other professional development opportunities.
15. **Offer Tuition Support:** Support learning that aligns with career growth.
16. **Serve Up a Menu of Options:** Reinforce awareness about opportunities for learning from the work, learning from colleagues, learning with others, learning through teaching, and learning through reflection.

Recognizing Growth

17. **Reward Applied Knowledge:** Recognize team members not just for completing training but for applying it in the workplace.
18. **Include Development in Performance Reviews:** Make learning goals a key part of regular reviews.
19. **Celebrate “Aha!” Moments:** Publicly recognize when a team member learns a new insight.
20. **Map Career Paths:** Align learning initiatives with career opportunities.