



## Learning From Experience

Individual competence can be enhanced through working with someone with an appropriate mentoring style who will help to identify development opportunities within the day-to-day workflow and then plan to accumulate experience in a systematic way. By reviewing the experience and extracting the learning, good practice can be recognised and reinforced. Individuals develop more quickly to sustain more demanding roles.

### Issues

- Learning is haphazard
- Learning opportunities are missed
- Individuals are slow to develop

### Benefits

- Individuals learn quicker
- Individuals can take on more responsibility

## The product in action - a case study

### The Client

An international chemical company.

### The Need

The organisation wanted individuals to develop quickly to take on more responsibility. To do this cost effectively it wanted to ensure that the learning that the individuals gained from every opportunity was maximised.

### What we did

Eric Thompson worked as part of a team to develop internal systems and processes to produce the desired outcome. As part of the performance management system, targets were set for individuals on an annual basis to cover the experience they were expected to accumulate as part of doing the job. As part of the professional development plan, the professional mentor was encouraged to review the experience that the individual had gathered, to test what had been learned and how that learning had been used and to identify any improvement in approach for the next time.

**Consultant(s):** Eric Thompson

### How the client benefited

Individuals were efficiently and effectively developed to make sure that they quickly accumulated a wide range of experience.

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