



# Creating a Learning Culture

Sporting People

# CHECKING-IN BY TEXT

Embracing a learning culture is about helping everyone and the organisation be at its best more often

Introduce yourselves in the text chat and share which of these represents you when you are at your best at work and why?

## TEXT CHAT



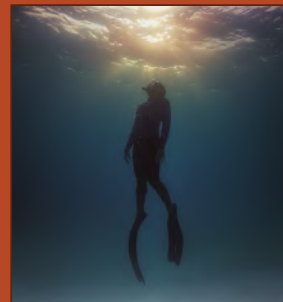
CLIMBER



FARMER



TEACHER



DIVER



CONDUCTOR



NURSE



BUILDER



DANCER



STORMTROOPER

WELCOME

INDIVIDUAL, WORKFORCE & ORGANISATIONAL EXCELLENCE





Checking  
In



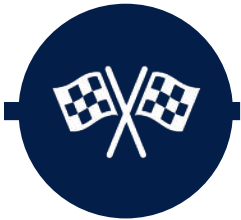
About a  
Learning  
Culture



Small  
Organisations  
& Sharing  
Within



Psychological  
Safety



Summary

INDIVIDUAL, WORKFORCE & ORGANISATIONAL EXCELLENCE



# What Do We Mean By a Learning Culture

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## Organisational learning

- Businesses need structures and systems in place to support learning, as well as a shared vision for learning. Organisations need to capture learning to progress

## Team Learning

- Teams are where social learning and dialogue can occur. Managers have an important role to play in ensuring that their employees also have the relevant support for learning and that lessons are shared beyond the individual's experience

## Individual learning

- Learning needs to take place in a supportive environment that where people feel safe to apply their learning.

[https://www.cipd.org/globalassets/media/knowledge/knowledge-hub/reports/creating-learning-cultures-1\\_tcm18-75606.pdf](https://www.cipd.org/globalassets/media/knowledge/knowledge-hub/reports/creating-learning-cultures-1_tcm18-75606.pdf)

# TEXT CHAT

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Which of these do you feel your organisation is strongest at and why?

- 1) Learning as an organisation
- 2) Learning from each other in our team
- 3) Learning as individuals



# What Do We Mean By a Learning Culture

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## Learning from Outside

What happening outside our organisation we should be incorporating eg AI

## Learning and Sharing Within

- How are we ensuring we share our learnings so others in the team dont replicate our mistakes

## Normalising Trying

- Does everyone know when and where they have freedom to take risks? Do people talk about what goes wrong?

## Learning Safety

- Does everyone feel safe to learn, challenge, contribute?





**Small  
Organisations  
& Sharing  
Within**

Sporting People

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**We may be small,  
but we are mighty**

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We are closer to each other,  
we know each other better





# SHARING AND LEARNING IN TEAMS

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- Where do you currently create space or time to share learning and feedback with others?



**TEXT CHAT**



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# About Psychological Safety

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*“Psychological safety is a belief that one can speak up with ideas, questions, concerns or mistakes without repercussions.”*

# TRYING AND FAILING

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- What happens when someone makes a mistake in your organisation?

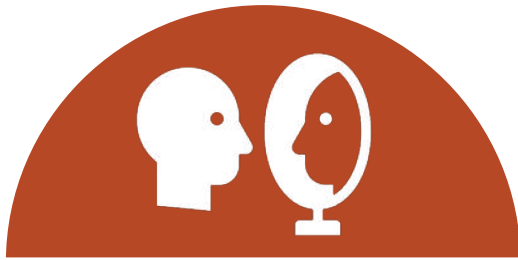


**TEXT CHAT**



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- We're high social beings,
- We care what others think of us,
- We want others to think well of us,
- So we seek to avoid social and inter-personal risks

## IMPRESSION MANAGEMENT

*What Holds us back?*



I don't want to look...	So to manage this I ...
Ignorant	Don't ask questions
Incompetent	Don't admit weakness or mistake
Intrusive	Don't offer ideas
Negative	Don't critique the status quo

## HOW DOES THIS APPEAR?

*As well as potential repercussions...*

It was first conceptualised by [Erving Goffman](#) in 1959 in *The Presentation of Self in Everyday Life*

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If people don't feel safe to voice concerns, ask questions, show vulnerability, suggest new ideas or challenge when things could be better, bad stuff happens for:  
*Individuals, teams, organizations and society...*



To remove the fear colleagues feel of interpersonal risks, we need to create psychological safety in our teams...



*"It's not about being comfortable, in fact, too comfortable too much of the time, might be something to examine. It's about uncomfortable conversations without fallout."*

# Google

## Project Aristotle

- ✓ Studied team effectiveness for five year and identified five team success factors...
- ✓ Psychological Safety was the number one factor differentiating their highest performing teams...
- ✓ Where it was high Googlers...
  - brought in more revenue (nearly 50% in sales teams)
  - were more likely to harness the power of diverse ideas
  - were rated as effective twice as often by executives
  - were less likely to leave
- ✓ The other four factors of team effectiveness only prove to be valuable when a team is psychologically safe.



✓ 1. What Google Learned From Its Quest to Build the Perfect Team - The New York Times Magazine  
✓ 2. The five keys to a successful Google team - Rozovsky, J.

# CREATING PSYCH SAFETY...



## 1. SET THE STAGE

**FRAME THE WORK:**

**EMPHASISE PURPOSE:**

**PRE-AGREE WAYS OF WORKING**

*To create shared expectation of behaviours and meaning*



## 2. INVITE PARTICIPATION

**DEMONSTRATE SITUATIONAL HUMILITY**

**PRACTICE INQUIRY IN THE MOMENT:**

**USE STRUCTURES AND PROCESSES:**

*To create confidence that participation is welcome and clarify how to participate*



## 3. RESPOND PRODUCTIVELY

**APPRECIATE PARTICIPATION:**

**DESTIGMATIZE FAILURE:**

**SANCTION CLEAR VIOLATIONS:**

*To encourage good behaviours and learning to continuing*