



Coffee Chat: Supporting Informal Learning Recognition

Transcript

https://otter.ai/u/DuFvZAFXE_TdBcVUUEdWUL4h-l?utm_source=copy_url

Supporting Informal Learning Recognition

Overview

The discussion focused on recognizing and rewarding informal learning within organizations. Shannon Tipton emphasized the importance of capturing and rewarding informal knowledge sharing, such as tips and insights from colleagues. Maureen suggested using Microsoft Teams' "Praise" feature and employee recognition systems. Kelly highlighted the motivational impact of public recognition. Noel raised concerns about knowledge gatekeeping. Victoria shared her organization's quarterly learning events. Michael discussed the use of exemplars in healthcare for competency validation. The group also explored ideas like hackathons, AI prompts, and creating a culture of curiosity and continuous learning.

Action Items

- [] @Shannon Tipton - Prepare and deliver the next Learning Rebels coffee chat session in two weeks focused on how to build feedback mechanisms into ILTs and virtual online programs.
- [] Share with her manager that the Learning Rebels coffee chat is working well and that the informal learning approach is appreciated, so she can reinforce that practice.

Outline

Informal Learning Introduction and Participant Engagement

- Shannon Tipton introduces the topic of informal learning and invites participants to share their thoughts and experiences.
- Shannon encourages new and returning participants to introduce themselves and engage in the discussion.
- Greg Thompson shares an example of informal learning through a colleague's help with a software application.
- Shannon asks how organizations recognize and reward individuals who share their knowledge informally.

Recognizing and Rewarding Informal Learning

- Maureen suggests using Microsoft Teams' "Praise" feature and employee recognition systems to acknowledge informal learning.
- Kelly shares her appreciation for public shout-outs and references a TV show episode to illustrate the importance of recognition.
- Shannon and Kelly discuss the impact of recognition on motivation and the potential for informal learning to be documented and shared.
- Noel raises concerns about the double-edged sword of having knowledge gatekeepers and the challenges of scaling informal learning.

Challenges of Informal Learning and Knowledge Sharing

- Connie Halvorsen and Noel discuss the challenges of having knowledge gatekeepers and the need for a supportive culture to encourage sharing.
- Doneen shares her experience of recognizing a new coworker's contributions in a training session and the importance of giving credit where it's due.
- Abby highlights the issue of overburdening helpful individuals and the need to spread recognition more broadly.
- Shannon emphasizes the importance of capturing and documenting informal learning to

support organizational knowledge management.

Quarterly Learning Events and Informal Recognition

- Victoria describes her organization's quarterly learning events where staff can present on recent learning activities or professional events.
- Shannon asks about the impact and growth of these events, and Victoria shares that they have had good turnout and participation.
- Shannon suggests using team meetings to discuss informal learning and professional development, separate from financial or goal-focused discussions.
- Susan emphasizes the importance of recognizing not just the learning activity but also its application in the workplace.

Storytelling and Exemplars in Informal Learning

- Michael shares the use of exemplars in healthcare to validate competencies through storytelling.
- Michael explains how exemplars can be shared and used to inspire and recognize informal learning within an organization.
- Shannon and Michael discuss the importance of creating a supportive culture to encourage the sharing of exemplars.
- Shannon highlights the need to find and recognize individuals who are deeply involved in informal learning and to reward them appropriately.

Icebreaker Questions and Informal Learning Discovery

- Shannon introduces an icebreaker question about the last thing participants learned for the first time.
- Participants share various learning experiences, from software skills to personal development.
- Shannon suggests using this icebreaker question to discover informal learning within the organization and to connect people with similar interests.
- Maureen and Doneen discuss the importance of intentional questions and conversations to uncover informal learning.

Creating a Culture of Recognition and Learning

- Barbara shares an example of a client's "caught it" coupon system to recognize employees doing something right.
- Barbara explains how the system works, with a committee reviewing and recognizing employees quarterly.
- Shannon and Barbara discuss the importance of aligning recognition systems with the organization's culture.

- Shannon encourages participants to think about how they can adapt similar recognition systems to their own organizations.

Hackathons and Informal Learning Projects

- Participants discuss the idea of organizing hackathons or focused learning sessions to encourage informal learning.
- Shannon emphasizes the importance of making these sessions fun and engaging to encourage participation.
- Participants share their experiences with hackathons and the positive impact on team building and knowledge sharing.
- Shannon concludes the meeting by thanking everyone for their contributions and encouraging them to continue fostering a culture of informal learning.