

Informal Learning: A Mix of Ideas and Tools

Ideas: Activities/Practices/Settings	Tools: Forms/Templates/Aids
<ul style="list-style-type: none"> • Mentoring • Rotational assignments • Cross-training • Shadowing • Asking questions • Review and reflection • Self-directed assignments • Train-the-trainer grooming • Training someone else • Trial and error • When something goes wrong: a “teachable moment” • Brainstorming • Group problem-solving exercises • Belonging to professional societies • Group documentation of processes/practices/procedures • Creating visual job aids cooperatively • Just-in-time learning • Knowledge of company results and priorities • Interacting with vendors and customers (customer site visits) • Attending trade shows • Reading and discussing articles • Delivering presentations to peers and managers • Shift changes • Meetings/teamwork • Facilitating meetings • Performance appraisals/self assessments 	<ul style="list-style-type: none"> • Positive feedback “catch someone doing something right” form • Accident investigation form/report • Customer feedback form/report • On-the-job training/competency-based qualification template • Skill-based pay plan overview • Incentive system plan/results • Quick-hitting/Kaizen team charter • New employee orientation overview • Performance evaluation/feedback form • Career planning/individual development plan • Visual management/job aids • Company newsletters • Minutes of meetings posted • Intranet