

What is the practice called?	What is the practice used for?	What kind of learning may occur
Operations meetings	Monthly manager updates of issues in their areas	Processes that have changed or laws that are changing and affect our work
All-Staff Meetings	1x per year – all staff mission/vision review and goal setting	Understand teams better because you have opportunity to collaborate with people you don't normally see
Focus Groups	To share best practices and study for required certifications	Gain new knowledge or improve knowledge, gain insights on the certifications, achieve better scores as a result of participation
Value in Action Awards	Reward associates who exceed expectations by demonstrating company values	Learn how to apply company values
Performance Evaluations	Yearly performance reviews	Learn improvement opportunities
Business Immersion	Learn about our business partners/SME's roles, responsibilities, processes, systems, etc...	Learn more about the business that we support
Career Development Plan	Replaces annual IDP, includes career statement, goals, resources you need to attain goal	Learn about your own improvement opportunities, learn what you need to get to next level in your career
Tidbit Minute	Empowers employees to share a "fast fact" with their co-workers to help them learn more about a product or service we offer	Formal or informal Relationships developed Leadership Development
ITL – "In The Loop"	Blog- Employees write short updates or best practices to share across all our locations (monthly)	Develop relationships Mentors are often matched from this. Informal

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Building Leaders Program	Developing our own internally for future promotions and development	Formal, informal, Leadership Development
New Hire Orientation	Welcome and help new employees become acclimated to the company	Vision, mission, values, policies, benefits; ILT experiential games to reinforce policy understanding, scavenger hunt- experiential to navigate the building
Fuel your Future development program	Reward to recognize completion of key competencies with symbolic coins for competency completion	Recognizes completion by employees and awards completion coins during ILT classes as motivation to others to complete; total of 7 coins
Team Project meetings to begin process of new program	New program design	Best practices/ Lessons learned
QA Meetings	Going over issues with service quality in support dept. with the entire team, discussion and role play	Observation, peer help, mentoring
# Ask channel	Company wide communication channel where anyone can ask a question and get an answer from a knowledgeable person or the source (ie: a developer)	Peer help, mentoring, communities of practice
Mentors	Experienced techs working with new or underperforming techs to identify and solve performance problems	Mentoring/ coaching
Morning Huddles	Touch base on projects/goals and potential blockers	Communicating/managing up, understanding needs of business
New Hire sign off	Evaluating whether a new hire meets the expectation required to do their job. (no formal process)	Opportunities for improvement/gaps in new hires understanding/knowledge

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Onboarding Feedback	Field leaders currently maintain feedback on new hires.	Paints a picture of growth/proficiency on new hires.
Stand-up	Daily reflection on prior day, top priorities for today, blockers and positives	Blockers – chance to get help from teammates and hear prior experience Priorities – current work, ability to learn, guide, observe
5 Why's	When issues arise, team comes together to dig into why and learn from this for future reference	Lessons learned, milestones that may have brought light to issue earlier on
Cross-team projects	Company initiatives, bringing different perspectives and stakeholders into the initiatives	Multiple perspectives, Charter, spread knowledge among teams
Slack channels	Open communication between teams (specifically product and client services) for questions	Learning, sharing knowledge, help/guidance Shared among everyone even if not relevant right now (can search back) Real-time, OTJ learning
Mentoring	Global continuous improvement – black belt training Matrix manager – 1 year, 2 projects	Special projects, research, coaching, executive collaboration
Capability Certification	Corporate requirement to support customer service or warranty contract	Training, skills, practice OJT w/mentor
Team Projects	DMAIC blackbelt projects, Kaizon methodology, continuous improvement	Mentoring Awareness of processes Formal process methodology
New hire orientation	Onboard the employee to the company, provide overview of code of conduct, amenities etc...	Learn about culture Opportunities within the company Expectations for employees

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Onboarding paths	Used to get employee proficient in role	Classes ILT and online, OJT, shadowing, mentor/mentee, licensing
Development Paths	Used to get employee developed for larger role within discipline or in a new position in company	Stretch assignments, intermediate/advanced classes, job shadowing, mentoring others, professional designations
Team meetings	Discussing objectives, discussing information, meeting obligations	Learning about how leaders behave, learning characteristics of others, announcements about the dept., clarification about known "stuff"
"Cubbiehood" discussions	Connecting personally, telling stories about personal and business, sharing procedures and best practices	Getting questions answered, learning about lives and characteristics of others, get ideas about development, culture sharing
Asking a supervisor	Getting answers, connecting personally and professionally	Getting questions answered Learning about skills and characteristics of others Get ideas about development Culture sharing
Creating notes or job aids	Used for remembering things, created with the thought of sharing	Entering information into short-term or long-term memory
Subsites for intranet	Show people how to use sub-sites for our internal intra-net	Experiential, coaching, mentoring, feedback
1:1 meetings	Catch up with manager about everything going on since last meeting	Coaching, informal instruction, mentoring, project debrief
Training council meetings	Gather of cross-section to discuss training needs of staff and not senior managers	Informal, social, experiential

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Share-session	To share what team members have learned over the past months, (something new)	Informal/social learning Learn new concepts and pique curiosity to continue to explore
Webinars	To stay current or be refreshed on industry trends	Informal, self-directed, usually concept/ideas – not skills
Just-in-time tutorials	Quickly filling knowledge gaps in skills, technical and application	Informal, tricks, tips, short-cuts – better efficiency
Peer-to-peer coaching/ mentoring	Quickly filling knowledge gaps and offering constructive feedback	(Social Learning) Tips, tricks, shortcuts Improved learning, theory, application etc..
NHO	New-Hire Orientation	Company history, company brands, sales and service, company values and initiatives
Team meetings	Group of individuals that report to a specific team manager	Usually held 1x month or bi-monthly Learning: new products/procedures Recap business results and how it affects them
Coaching session – 30/60/90	Individual onboarding process after 30, 60 and 90 days. Follow up on progress, mystery shop review (success vs. opportunities)	Learning how they are adapting to the environment Time and attendance review, benefits review; sales/service review Review mystery shop
Quick “today” huddles	Update staff regarding scheduling issues/adjustments	Problem solving
Weekly Wednesday Meetings	Review new regulations, mayors’ mandates	EE’s kept abreast – to not violate regulatory requirements

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2-day DMV specific new-hire orientation	Provide high-level overview for the operations	High-level overview
Certifications	Formal accreditation, pull through to those not required (aka TTT similar)	Only required if not previous knowledge and skills acquired
Observation Sharing from Interns	Aha and devils' advocate opportunity They don't know the sacred cows and have higher risk tolerance.	Lessons learned
Job Shadowing	Career Pathing – formal Process Improvement - informal	Career Development opportunities not identified Performance Improvement
Org Level/Job Sharing GM- GMF10-GMNA	To gain efficiency and divide/conquer, and leverage	Understanding of other jobs in the organization