

Evolving Quality Through A Culture Of Learning

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Julia Pottinger

Head of Training and Development 



ailuj876



youtube.com/juliapottinger



juliapottinger.com



linkedin.com/in/julia-pottinger/



TestAutomationU

Agenda

- What is a culture of learning
- Benefits of a learning culture
- Good vs Bad learning culture
- Steps to Create a Learning Culture
 - Challenges

What is a Culture of Learning

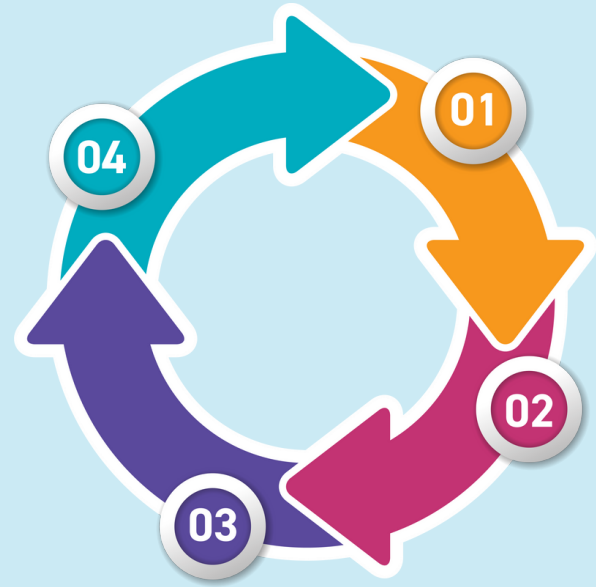
An environment where people are actively supported to learn and improve their skills, expertise, and knowledge. Employees seek ways to share knowledge and solutions as it's a natural way of working.

The organization's business and learning objectives are aligned and the team members have the time and the space to share and learn.

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Learning Culture Benefits

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creates better processes
and documentation



Employee growth
and promotion



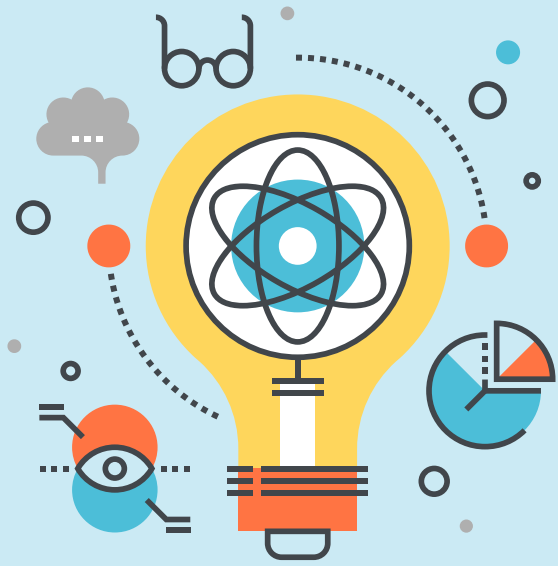
Mastery and
Expertise of areas



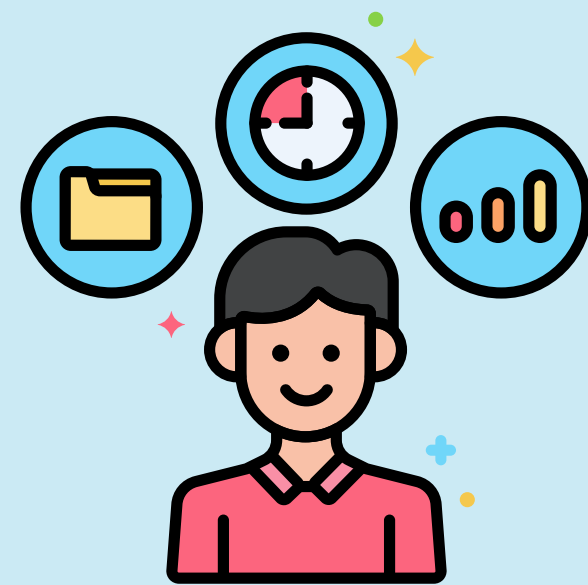
Increased employee
satisfaction

Learning Culture Benefits

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Drives innovation
and creativity



Increases productivity



Helps keep pace with
technology changes



Close skills gaps

Learning Culture Benefits

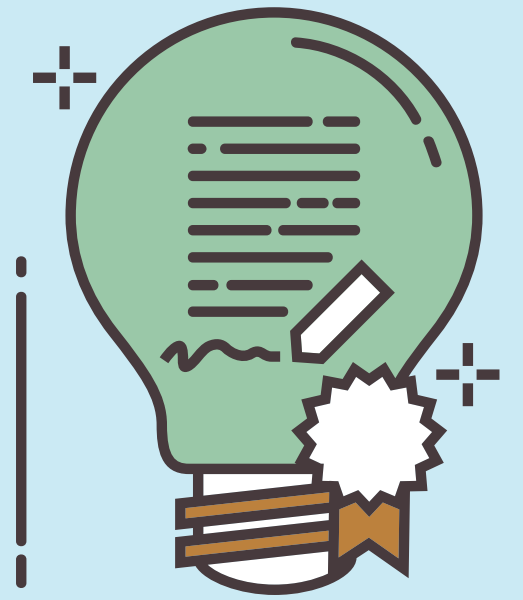
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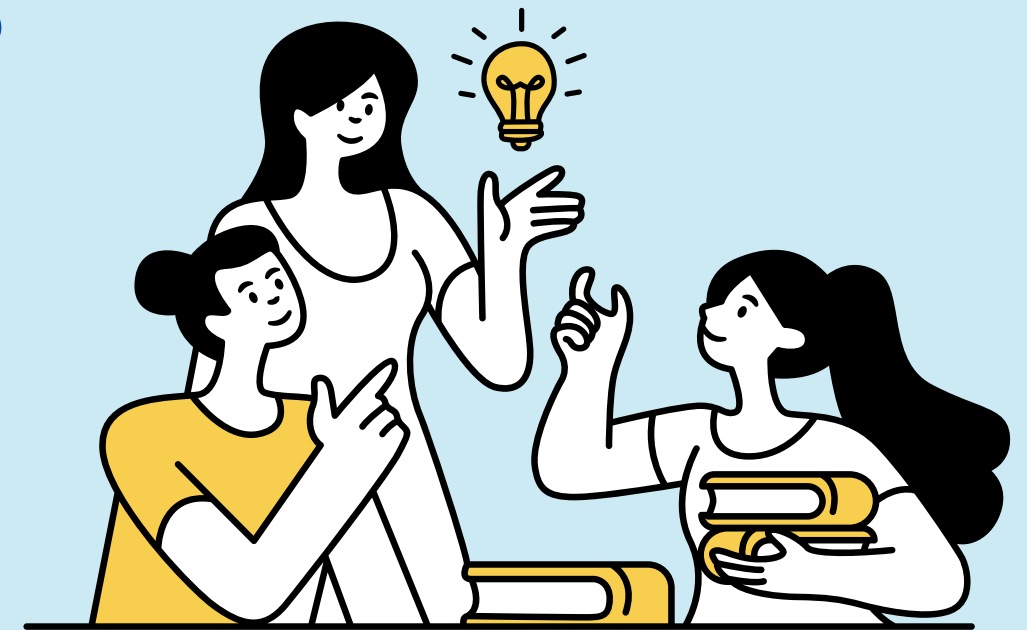
Knowledge sharing



Employee empowerment



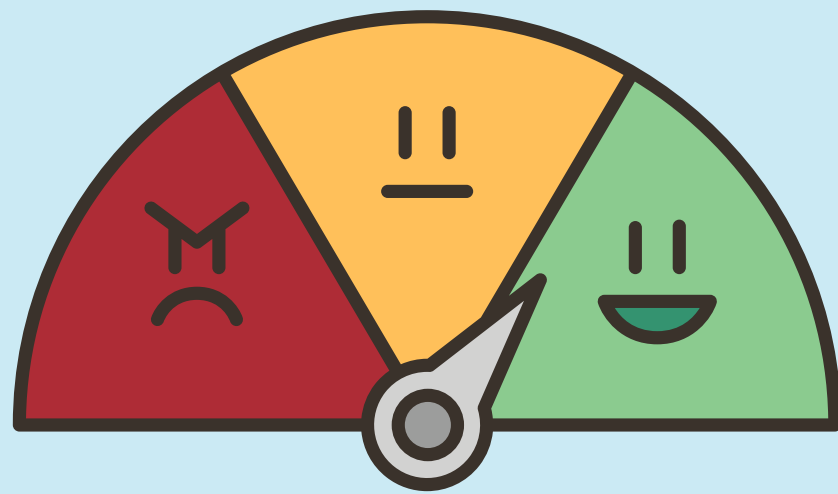
Sense of ownership
and accountability



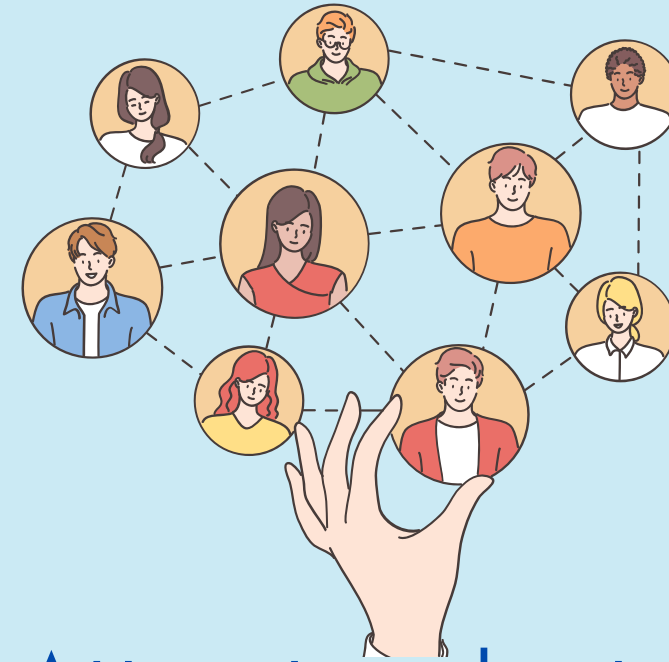
Increased engagement

Learning Culture Benefits

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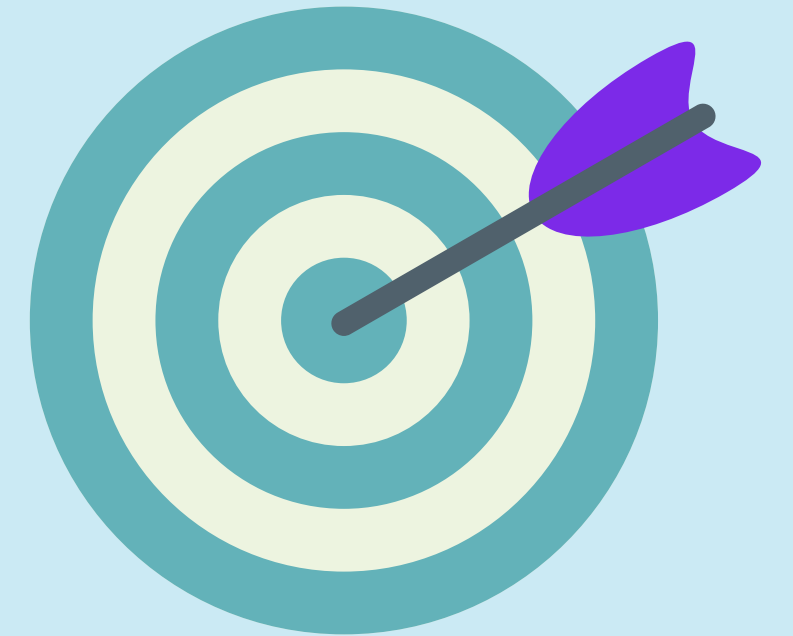
Increased customer
satisfaction



Attract and retain
great talent



Team learning and
a shared vision



Goal achievement

Learning is
continuous

Involves
everyone in the
organization

Aligned with
Career Goals

Good Learning Culture

Encourages
whole team
approach to
learning

Empowers
subject matter
expert to
create and
share content

Accessible

Learning is
fun and
directed

Time and
budget is
given for
learning

There is a
learning plan

Good Learning Culture

Learning
contributions/
innovations are
recognized and
celebrated

Bad Learning Culture

```
graph LR; A((Bad Learning Culture)) --- B[Learning is not prioritized]; A --- C[Time and budget is not given to upskill]; A --- D[Knowledge not shared easily];
```



Learning is not prioritized



Time and budget is not given to upskill



Knowledge not shared easily

Bad Learning Culture

```
graph LR; A((Bad Learning Culture)) --- B[Employees have no input on topics]; A --- C[No shared learning plan]; A --- D[No centralized learning material];
```



Employees have
no input on topics



No shared learning
plan

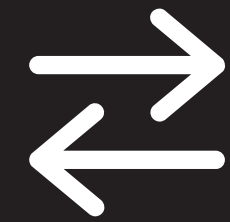


No centralized
learning material

Bad Learning Culture



```
graph LR; A((Bad Learning Culture)) --- B[Change is difficult]; A --- C[Company processes prevent learning]; A --- D[There is no interest, we know it all];
```



Change is difficult



Company processes prevent learning



There is no interest, we know it all

Steps to creating a great Learning Culture

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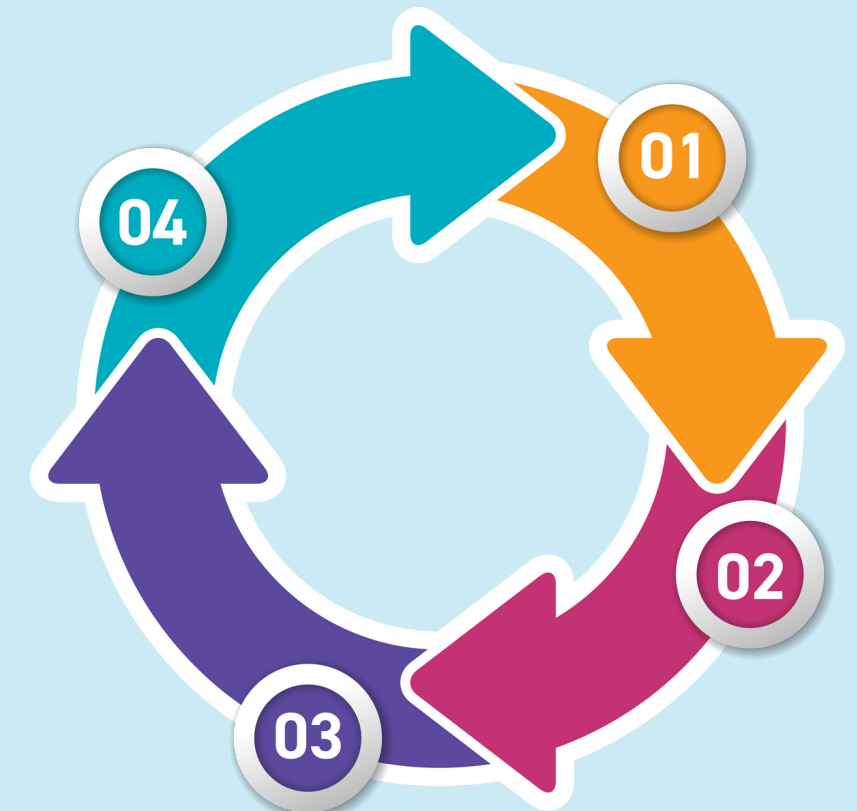
Identify current Learning Culture



Gaps



Strengths and Weakness



Process

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Get Leadership Buy-In



Time, Budget and other
resources



Create Training and Mentoring



Establish and support
learning processes and goals

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2.1 Train the Trainer



Practise sessions
and coaching



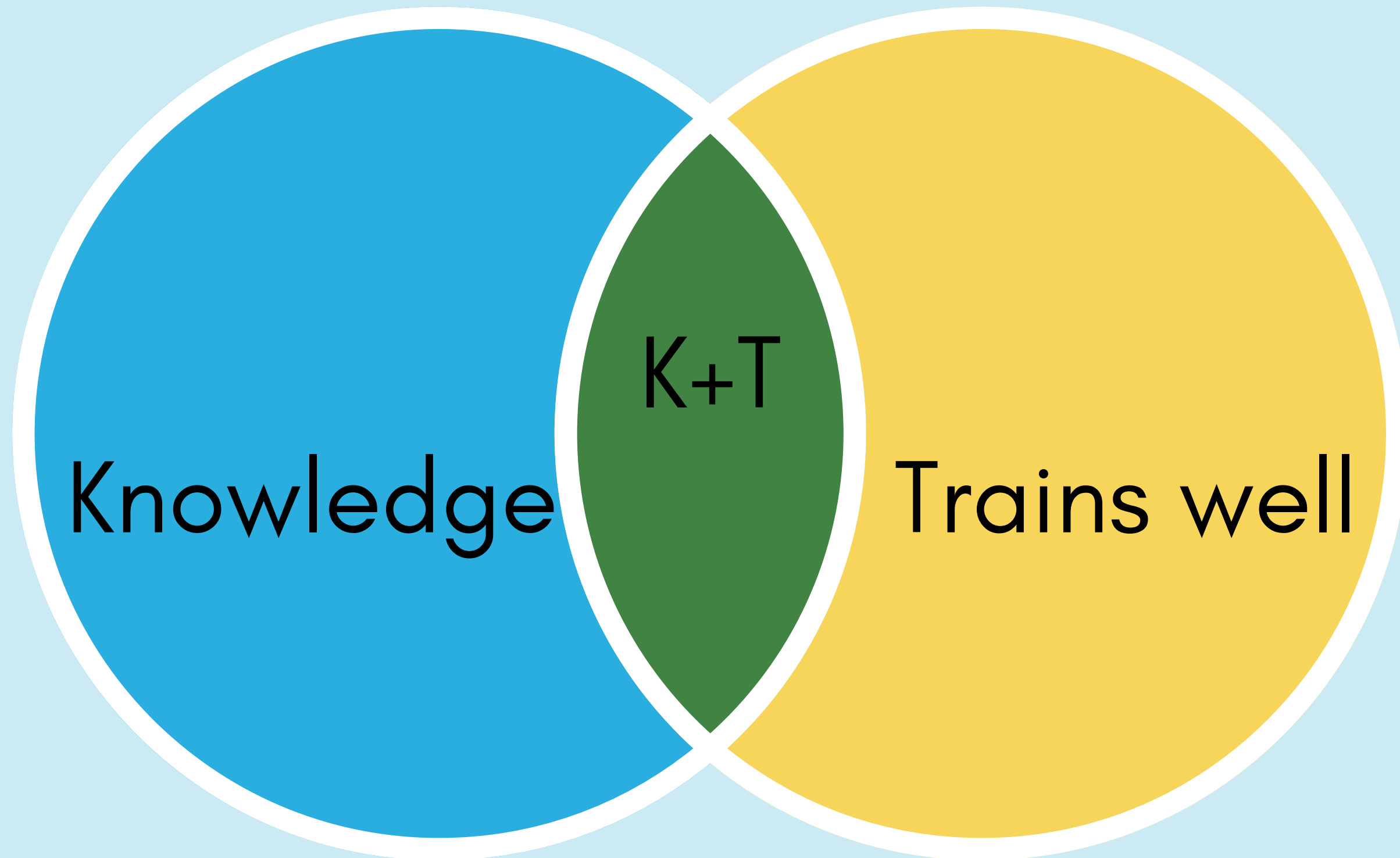
Set up schedules and deadlines – It
takes a lot of time and effort to put
content together



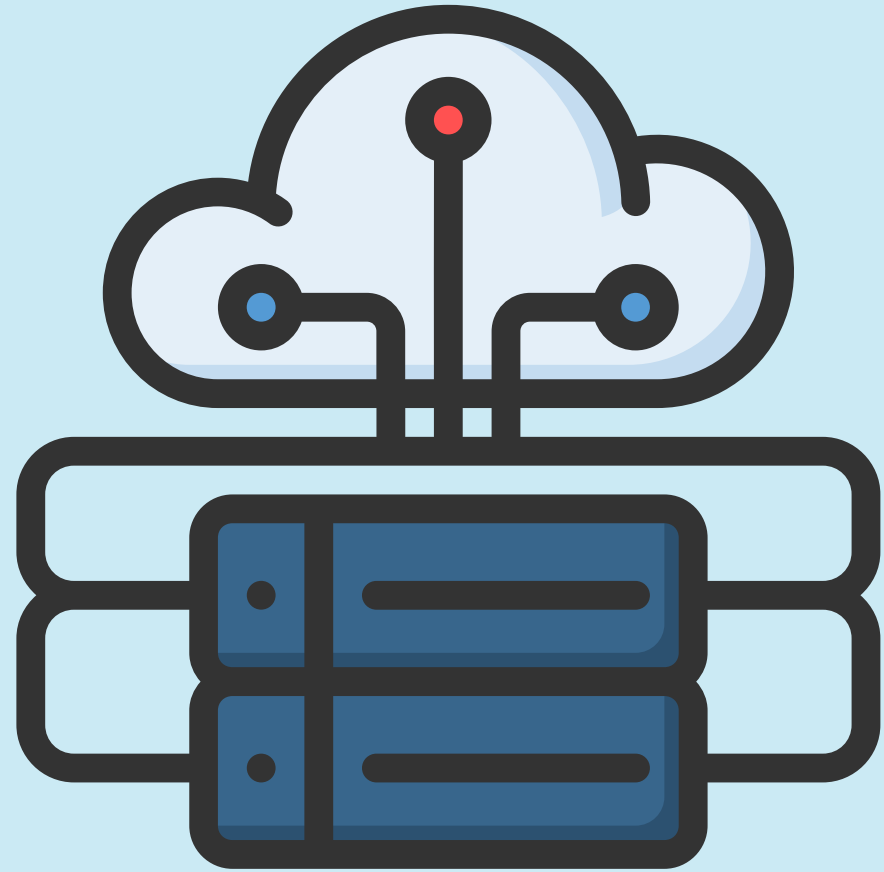
Establish clear outcomes

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2.1.1 Those who train well



2.2 Create Great Material



Centralized Location



Formalize the creation process



Material that can be
digested without a tutor

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3

Get Team Buy-In



Identify ways in which
they learn



Topics they are interested in that
aligns with career growth



Availability and current
tasks/priorities

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3.1 Types of Learners



Visual – words or
images



Hands-On
or Tactile



Auditory

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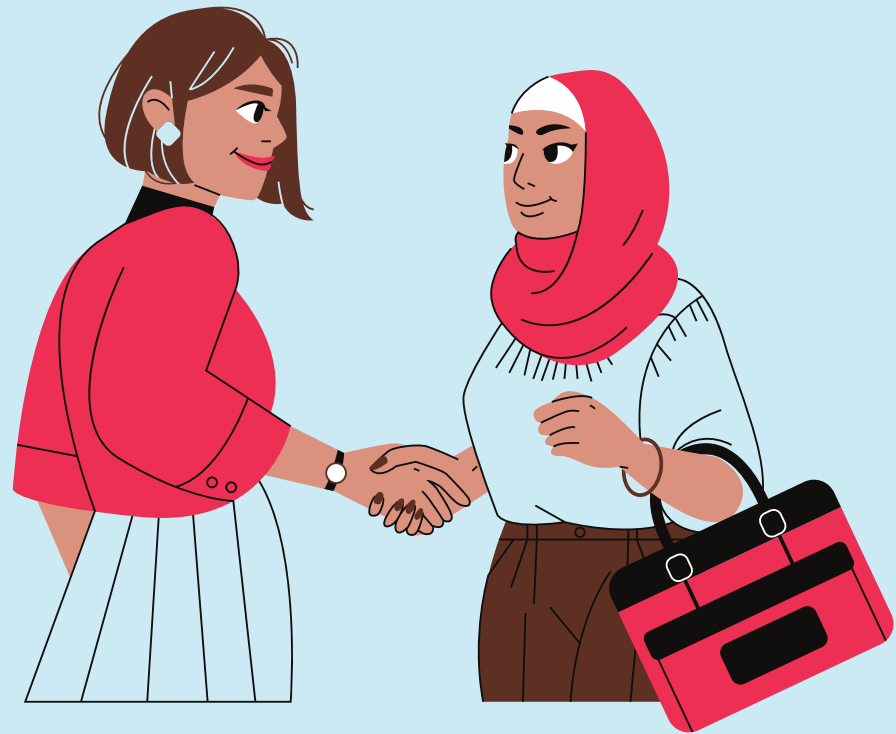
3.1.1 What Type of Learner are you?



Short Quiz – Arden University

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3.2 Gathering Information



1:1 Meetings/Messages



Brainstorming Group Sessions



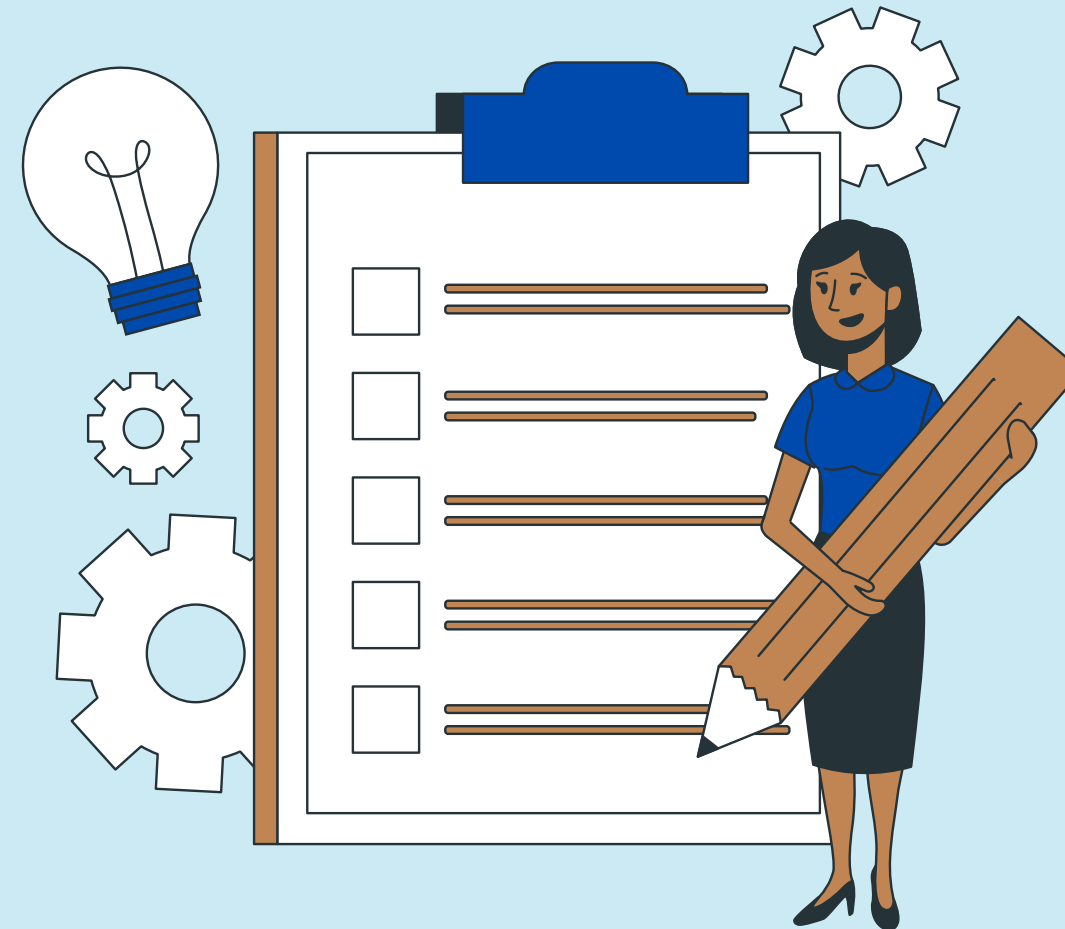
Surveys

3.3 Personalized Learning Paths

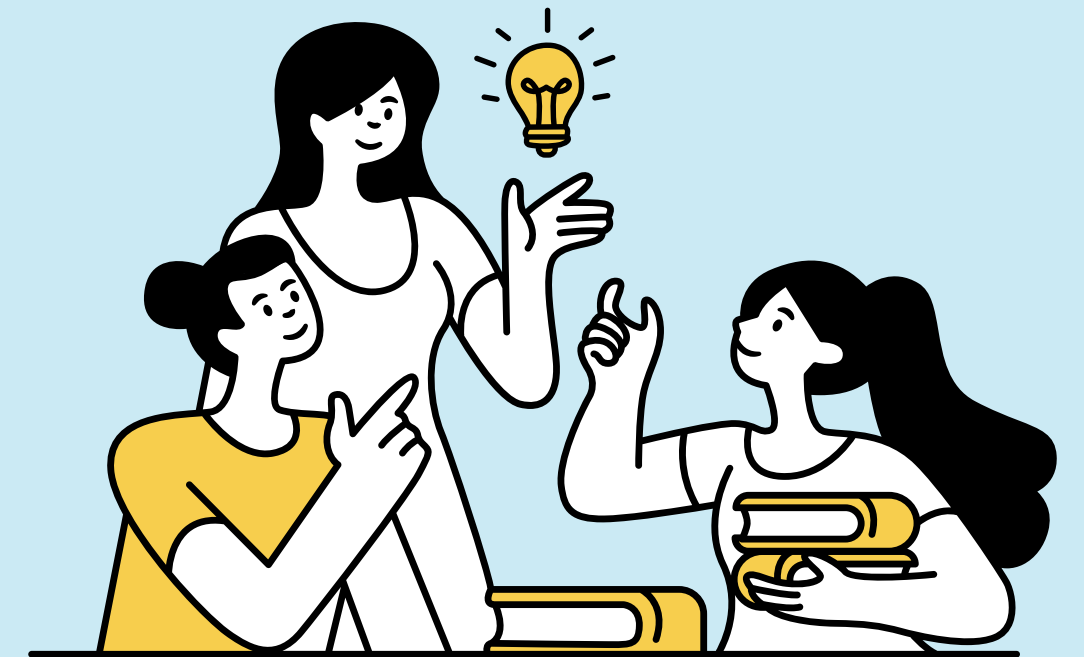


Identify specific
topics

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Create SMART Goals



Creates higher
engagement and
interest

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3.3.1 SMART GOALS

Specific: Simple, Sensible, Significant.

Measurable: Meaningful, Motivating.

Achievable: Agreed, Attainable.

Relevant: Reasonable, Realistic and Resourced,
Results-based.

Time bound: Time-based, Time limited

4

Plan how to implement



Formal vs Informal
Trainings



Learning on the job – peer work,
assigned tasks



Learning outside work

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4.1 Trainings



Tamoya Beckford
Community of Practice



Product Knowledge



Code of Conduct
and Onboarding

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4.1 Trainings



Workshops/Tutorials



Lunch Lesson



Bootcamp and Bench
Trainings

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4.1.1 Breaks



Gives time to think and
not be overwhelmed



Get water, tea or use
bathroom



Allows for persons to
catch up

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4.1.2 Activities



Allows practise

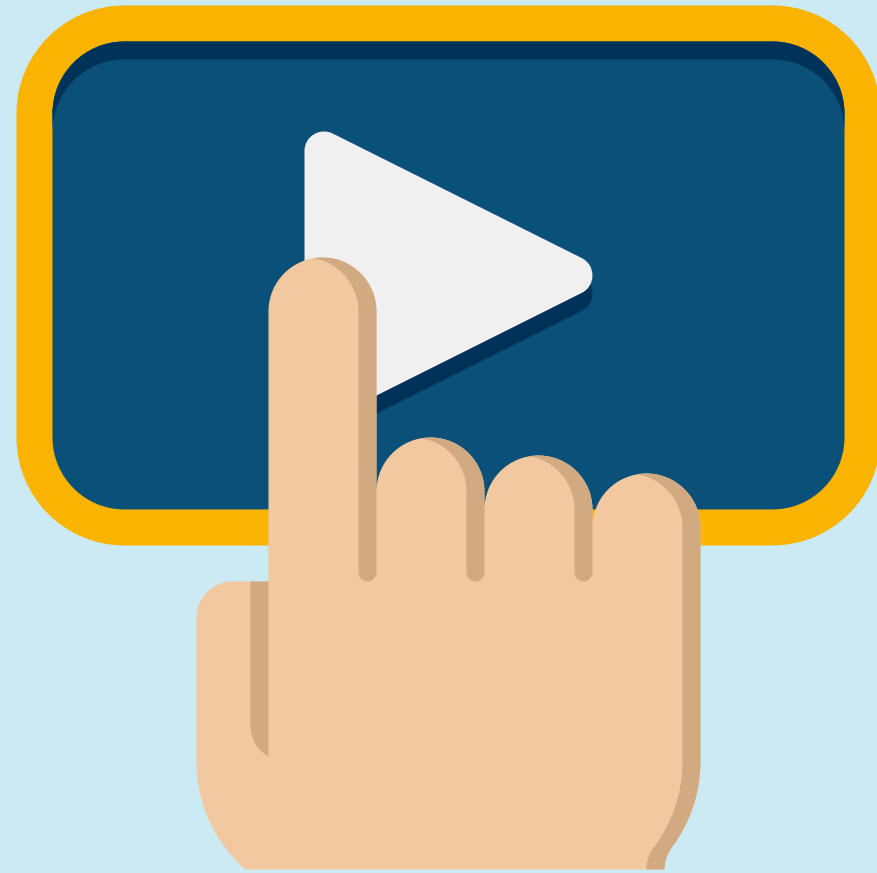


Share perspectives

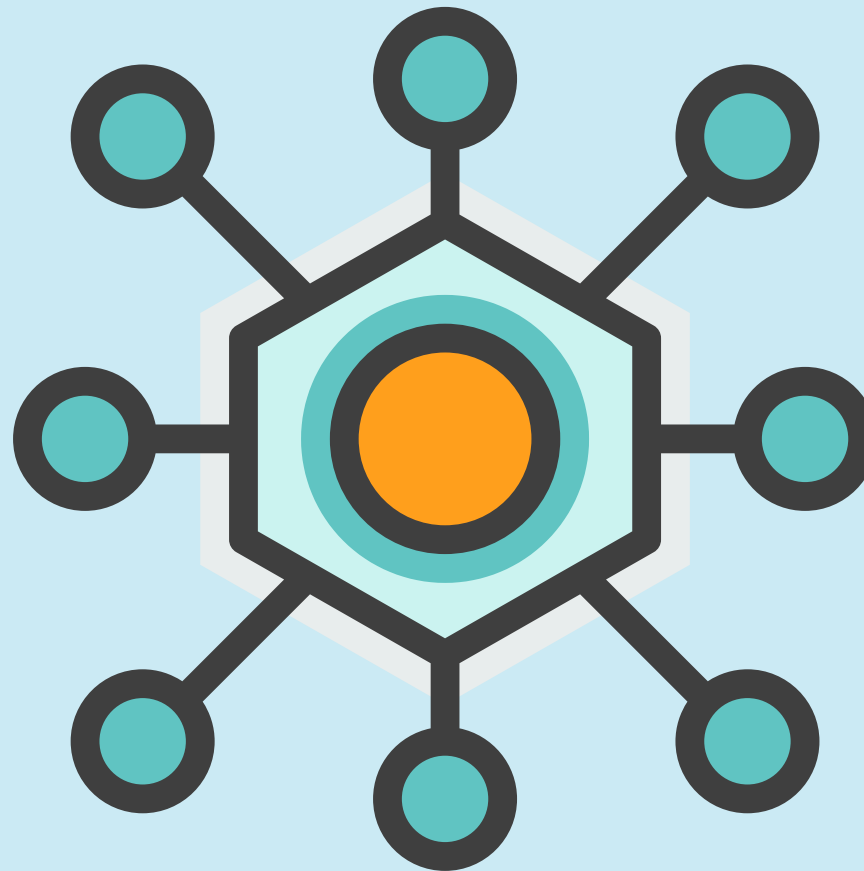


Allows for persons to
catch up and
understand theory

4.1.3 Training Availability



On Demand



Central



Allows for persons to
catch up and learn in
their own time

4.1.4 After Trainings



Review and Practise



Do further reading, get
advanced course



Connect with the
instructor for
questions/clarification

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4.2 Experiment



Online, self paced,
instructor-led



Conferences,
webinars



Courses, documents,
videos

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4.2 Experiment



Social learning



Integrate into
day-to-day life



Make it fun

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5

Build Safety and Trust



Create open and safe
spaces



Share stories of failure
and triumph



Create a community
of support

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6

Implement



Share Plan



Share Processes



Consistency

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Get Feedback



Give rewards/recognition
to learning



Retrospective



Continuous
improvement

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Recap Create Learning Culture



How Learning Culture impacts Quality

- improved mindset
- faster understanding of new technology
- faster reaction to disruptions
- enhances tester mindset
- more techniques and knowledge of tools
- awareness of possible issues

How Learning Culture impacts Quality

- whole team approach to learning and quality
- less silos
- increased productivity
- introduction to other testing styles
- junior to senior transition
- application of learnings to project

Overall – Joy and Fullfillment



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Thank You

STAY CONNECTED



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youtube.com/juliapottinger



juliapottinger.com



linkedin.com/in/julia-pottinger/

