

Staff Training



From Overwhelmed to
Organized



September 20, 2023

Staff Training

Staff **X** raining

Staff Learning

70 20 10 model

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Things we learn at work....

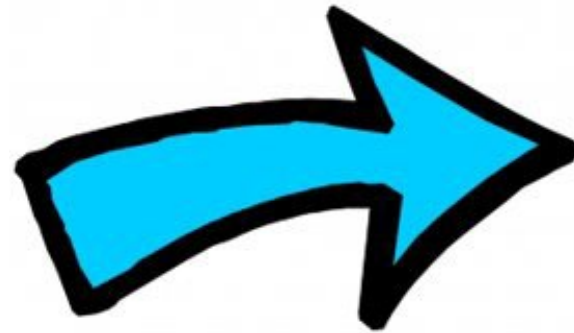
70% from job-related experiences

20% from interactions with others

10% from formal training

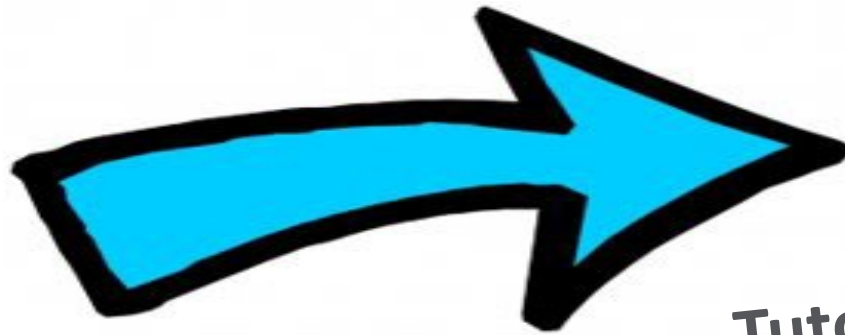


Learning is a continuous and ongoing process.



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**Hands-on
practice**



Tutorials/Webinars/Classes

**Interactions
with
coworkers**

Troubleshooting



What should we prioritize?



What should we prioritize?

Supporting social
learning

Supporting hands-on
practice and exploration

Learner



Learner



I don't know what I don't know.

Learner



I don't know what I don't know.



**I am
very
busy.**

**What are our
organizational
priorities?**





**What are our
organizational
priorities?**

**What
resources can
I draw from?**

*subject matter experts
existing tutorials, trainings,
how-to guides*



What are our organizational priorities?

What resources can I draw from?

subject matter experts
existing tutorials, trainings,
how-to guides

Where can I have the greatest impact?

What are the current *pain points*?

Trends





**“Education is the kindling of a flame,
not the filling of a vessel.”**

— Socrates

Thank you!



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Thank you!



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