

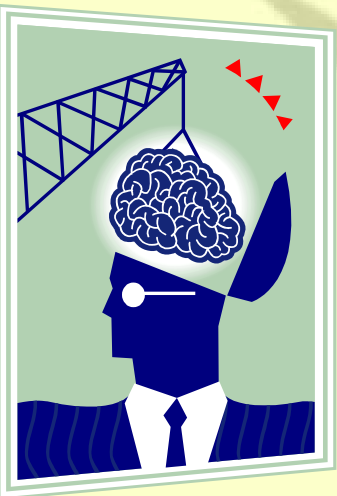


Workplace Informal Learning Matrix

Centre for Education and Work
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Connecting the Workforce to Learning

www.cewca.org



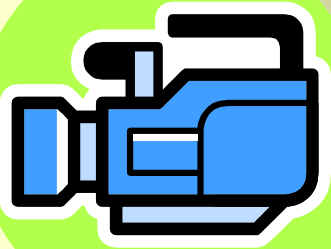
Assumptions

- People learn complex skills and knowledge on the job
- This learning can be assessed and recognized
- People appreciate being valued for their learning
- Only 21% of innovative workplaces recognize informal learning

Informal Learning?



- NALL study (1999) found that the most learning was acquired in the workplace
- Training survey (2000) identified the most common way of learning was informal



Grow Your Workforce

Connecting the Workforce to Learning

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Learning informally

- With a partner, discuss something you learned at work, not through training, but on the job.
 - What did you learn?
 - How did you learn it?
 - Who taught it to you or provided support?



Informal learning can help...

- Informal learning is an untapped resource for workplaces, adult educators
- Informal learning can be the first step towards more formal PLAR

Why do people learn informally?

- To perform their jobs more effectively and efficiently
- To fill in gaps not provided in training
- To learn new skills demanded by doing their jobs

Mickey D-story

Definitions: Informal Learning

Learning resulting from daily life activities related to work, family, or leisure. It is not structured in terms of learning objectives, learning time or learning support and typically does not lead to certification. Informal learning may be intentional but in most cases it is non-intentional, incidental or random



Research Questions

What do people learn informally?

Who do they learn it from?

How do they learn these tasks, skills, etc.

What skills do they use to learn informally?



CEW research in Informal Learning 2003-04

- Developed a research methodology for assessing informal learning in the workplace
- Applied this to over 48 **entry** level positions in Manitoba and Saskatchewan



Who do people learn from?

From others and on their own

Informal mentors and coaches

Others who are interested in helping

Not necessarily formal or supervisors

How do people learn informally?



observation
demonstrations
asking questions
trial and error
practice
feedback



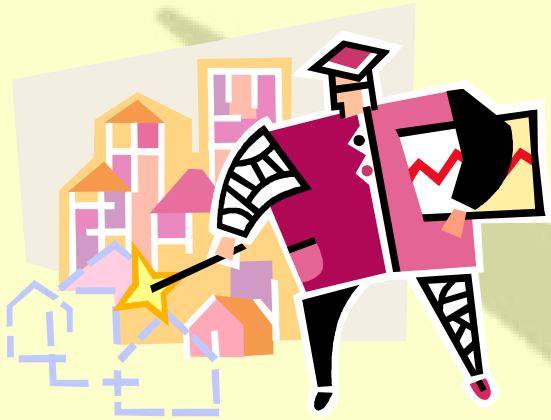
Essential Skills

- Oral communication
- Working with others
- Thinking skills: especially problem solving and decision making
- Learning skills



What else do people learn?

- Leadership
 - Mentoring
 - Cross training/learning
- Workplace culture
- Diversity



Step 2

- Research with entry level supervisors, lead hands,
- Research across Canada
- Research in a variety of sectors
- Refine the instruments designed in Step 1

- Developed 9 complexity scales
- Observations and self-assessment with over 80 supervisors across Canada
- Nova Scotia, New Brunswick, Ontario, Manitoba, Saskatchewan, British Columbia

What is the WILM?

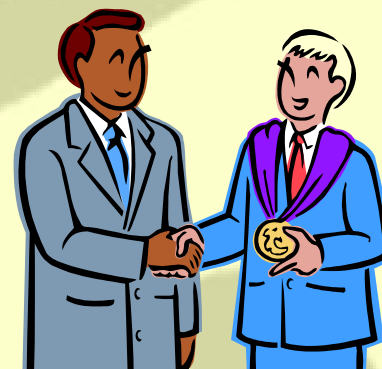


- Series of complexity scales to identify Essential Skills:
 - Problem solving
 - Decision making
 - Working with others
 - Learning skills
 - Oral communications



New Additions to the WILM

- Leadership
- Workplace culture
- Diversity



Over 80 jobs

Research

- Companies participated from
 - Nova Scotia, Quebec, Ontario, Manitoba, Saskatchewan, Alberta, British Columbia
 - Sectors included construction, manufacturing, public service, crown corporations, energy, entertainment, hospitality, hotel management, health centres

WILM process

- Observed employee
- Interviewed employee
- Had employee do WILM
- Researcher completed WILM based
- Compared assessment

What is the "Matrix"?

Factors plus four complexity levels

People evaluated on their job not themselves

Domain: Problem Solving

Factor	Level1	Level2	Level3	Level4
Alternative Solutions	All solutions for common problems are available	Most solutions for common problems are available	Few solutions: Alternatives common	Innovative solution required

Summary reports

Practice doing a WILM

With a partner complete the complexity
scales of Working with Others

Do this on your current job

Compare with partner

What does the WILM do?



- Helps identify hidden learning
- Provides positive, clear information about jobs and job descriptions
- Provides avenues for thinking about workplace management structures



What did people say?

"I now know myself a little better. I can now acknowledge the skills I use everyday, and I have the opportunity to address aspects of my position/role that I believe are important and that can be improved."



- www.wilm.ca
- English and French
- All materials download for free
- Research materials plus WILM instructions
- DVD will also be available to tell the Matrix story