



DLC TRAINING: LEARNING, DEVELOPMENT & ORGANISATIONAL PERFORMANCE

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HOW LEARNING AND DEVELOPMENT IMPROVES ORGANISATIONAL PERFORMANCE



From a business perspective, learning and development involves aligning employee progress with the overall company goals.

Effective talent development programs include leadership and management training, mentoring, and succession planning.

The goal is to help the individual's goals and advancement, in a way that also helps the business's performance.

DEVELOPING AND PERFORMING

Ultimately, individual employees are key drivers for organisational performance. Without employee learning and development (L&D), it would be very difficult to achieve business growth.

This is because when employees develop their skills, it manifests through their work. In fact, around 70% of employees believe that they would actively leave their job for a company that invests time and money in employee development if a job became available.

From a business perspective, experience, performance, and effectiveness are among the main reasons to encourage learning and development.

But there is a large financial factor as well. A fully trained employee can cost between 33% to 213% of their annual salary to replace.

In short, a solid development plan is essential for both individuals and businesses to succeed.

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Created in 1996 by McCall, Lombardo, and Eichinger, the 70:20:10 model divides the most effective ways we should develop into three distinct categories: **Experiential**, **Social**, and **Formal** Learning.

Experiential learning, which should make up around 70% of an employee's development, involves "on-the-job" learning and is where people learn through practice, repeating tasks, challenges, assignments, and more general trial and error.

Social learning, which should be around 20% of how someone develops their skills, involves learning by collaborating with other people, shadowing and mentoring.

When working with colleagues, more often than not, we pick up things that we didn't know before, even if we don't realise it.

Lastly, **formal** learning (which should be around 10%) involves learning through a more formal course or qualification.

This can include online training, workshops and also classroom-based study, seminars, lectures, and coursework. Formal learning can often result in an accredited qualification or certification.

When learning is divided into these three types, it maximises the benefits for the individual and their organisation.



THE ONGOING BENEFITS OF LEARNING AND DEVELOPMENT



Learning and development can improve organisational performance in a number of ways. This includes the **optimisation** of day-to-day operations and how it encourages outside-of-the-box thinking.

Continuous learning also increases an individual's situational **adaptability**, enhances their skill base and technological **capabilities**, improves communication, and can help with an overall ability to gain and retain top talent.

Optimising Operations

By providing formal training, employees are given the opportunity to understand and learn about their role and industry. This can then encourage individuals to learn and consider new information and alternative methods.

This means people are more effective, productive, and efficient, resulting in a more optimised workplace than somewhere with no development or training.

Encouraging Innovation

Learning cultivates employees' knowledge of their roles and also the industry in which they work. It does this by presenting them with new information relevant to their field and exposing them to their sector's latest trends.

This allows individuals (and businesses as a whole) to take advantage of the latest tools and technology, allowing innovative and responsive developments.

In today's workplace, the fast-moving field of AI allows for rapid changes on an almost daily basis. Businesses that can understand and use the latest AI tools are able to remain ahead of the curve.

THE ONGOING BENEFITS OF LEARNING AND DEVELOPMENT

Adaptability to Change

Change can affect a business on every level. Micro environment changes include anything from a team member leaving to a new competitor entering the market. It can also include things such as using new software or removing a step from a process to make it more efficient.

Macro environment changes are on a larger scale and include anything from updates in government policy to an economic crisis. They can also include technological innovation, environmental issues, and wider lifestyle changes.

By keeping up to date with all of the latest trends, skills, and developments that could affect their industry (often via training, workshops, and courses), employees are better equipped to deal with changes. It also means they are likely to adapt quickly, whether the change is at a macro or a micro level.

Enhances Technological Capabilities

Technology is always evolving. It's important for employees to understand how new technologies influence their roles as well as how best to utilise them.

Through learning and development, employees can improve their understanding as well as their technical expertise. This will lead to the ability to adopt technological advancements for the benefit of the organisation.



THE ONGOING BENEFITS OF LEARNING AND DEVELOPMENT

Improving Communication

Effective communication is crucial in the workplace. Not only does it encourage creativity and problem-solving, but it also fosters relationship building and a positive work environment.

Improving communication skills via learning and development also prevents confusion and uncertainty, which can reduce the time it takes to complete tasks.

Because continuous development increases employees' knowledge and skills, it can often also make them more confident in their abilities (which can, in turn, continue to help their communication skills).

Gain and Retain Top Talent

A survey carried out by LinkedIn, on *Developing Employees and Improving Performance*, showed that over 90% of employees believe they would stay with their current employers throughout their careers if reskilling and upskilling opportunities were invested in.

Therefore, it's extremely important to prioritise employee development in order to keep talented team members. Retaining team members and reducing turnover rate will also save time and resources on recruitment and training.



THE ONGOING BENEFITS OF LEARNING AND DEVELOPMENT



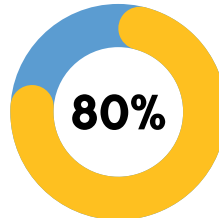
Ultimately, continued development, which can include anything from working with colleagues to **professional qualifications**, enhances credibility and demonstrates a commitment to continuous progression.

Often, qualifications throughout a career serve as **milestones** for employers to gauge **skills, knowledge, and dedication**.

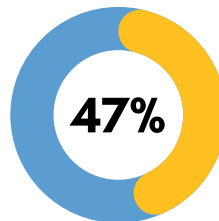
At every career stage, professional development can support individuals and organisations' performance.

No matter your career, achieving qualifications can support you in advancing your salary potential, developing your skills and knowledge, and improving your opportunities for promotion and career progression.

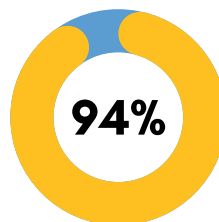
Discover DLC Training's full range of **professional qualifications**. **Contact us** today for advice on choosing the most suitable course for your career development.



Research shows that over **80%** of employees believe that learning increases their sense of purpose at work.



Nearly **half** of employers invest in **training programs** specifically to help talent retention.



A massive **94%** of employees believe they would stay in a job longer if their **employer invested** in professional development.



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