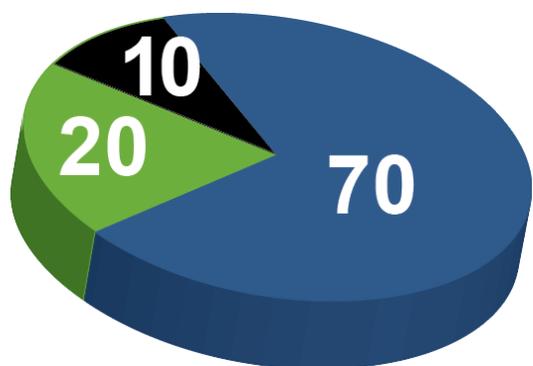## FACE Tool for Support Growth & Development
The 70:20:10 Model

The 70:20:10 Model for Learning and Development is based on research by Michael M. Lombardo and Robert W. Eichinger, which found that learning and development is most effective when it is a combination of learning approaches, and when about:

➢ **70%** is **structured on-the-job learning** or learning from experience

➢ **20%** is **relationship-based learning** or learning through co-workers and colleagues

➢ **10%** is **formal learning** or learning through structured classes, workshops and materials

Intentionally choosing diverse learning opportunities that both expand understanding for a topic and provide opportunities to practice what you are learning is most effective.

LEARNING AND DEVELOPMENT OPTIONS

Structured On-the-Job Learning from Experience 70	- Working on a new project (individually or as part of a team) - Completing different tasks and being given feedback on the completion of those tasks - Following a procedure manual or online tutorial while completing a task - Taking on a new role or responsibility - Presenting at a conference - Developing something new (process, procedure, job aid, etc.) - Working with a new process, system or piece of equipment - Completing tasks which usefully challenge or "stretch" someone so they learn something new (known as stretch assignments) - Participating in a cross-functional or county-wide project - Completing research - Representing your leader at a meeting - Rotating job assignments within the team, department or county - Reflecting on your own performance - Teaching others

LEARNING AND DEVELOPMENT OPTIONS *continued*

Learning Through Co-workers or Other Colleagues 20	• Seeking specific, ongoing feedback and coaching • Talking with an expert or more experienced person • Sharing knowledge/insights with other colleagues • Shadowing • Presenting to the team following a training course / conference / workshop • Participating in online forums • Requesting feedback from your peers "How do you think I did there? What would you have done?" • Mentoring, coaching or teaching other colleagues (a great way to learn) • Networking (meeting and talking with others who share your professional interest or role in a different team or part of the service) • Participating in online professional forums
Structured Classes, Workshops and Materials 10	• Attending a course or workshop • Attending webinars or conferences • Self-study • Reading books, journals or articles • Completing online learning modules or computer based training • Participating in professional associations • Completing Internet research