

'Learning is about more than simply acquiring new knowledge and insights; it is also crucial to unlearn old knowledge that has outlived its relevance. Thus, forgetting is probably at least as important as learning.'

Gary Ryan Blair

Learning and Development

Our framework for training and development provides people with the knowledge, skills and attitudes to:

Establish and support learning by

- Supporting staff in their learning and development activities (before, during and after training)
- Encouraging & supporting new ideas and initiatives
- Developing staff to meet changing organisational needs
- Showing commitment to own personal & professional development
- Seeking & applying best/next practice

Sustain continuous improvement by

- Questioning what customers really want
- Removing waste and increasing value
- Doing things faster, safer and more smoothly
- Allowing customer demand to pull delivery through the value stream
- Striving for perfection and thinking outside the box
- Creating the learning organisation