Contents

A.

Preface			xix
		What Successful People Have in Common	XX
		What Successful Organizations Have in	
		Common	xxi
		About This Book	xxiii
Chapter	1	Why Become a Learning Organization?	1
		Key Changes That Affect Success	3
		The Learning Advantage	10
		A Framework for Building a Learning	
		Organization	15
Chapter	2	Building a Learning Culture	27
		How to Recognize a Learning Culture	30
	X	How to Build a Learning Culture	31
		The Right Leader	32
		The Right People	36
		The Right Behaviors	36
		The Right Resources	39
		Learn How You Are Doing	40
Chapter	3	Developing a Learning Plan	49
		The Components of a Learning Plan	51
		Form a Team to Develop Your Learning Plan	57

Chapter	4	Setting Learning Goals	65
		All Goals Are Not Created Equal	68
		How to Set Learning Goals	73
Chapter	5	Creating Competency Models	77
		Knowledge, Skills, and Attitudes (KSAs)	79
		Four Types of Competency Models	81
		Competencies for Today and Tomorrow	84
		Developing Competency Models	87
		Using Your Competency Models	92
		Examples of Competency Models	95
Chapter	6	Selecting the Right Learning Methods	101
		Formal versus Informal Learning	102
		Five Primary Learning Methods	104
		What's the Most Effective Dearning Method?	114
		What Drives the Selection of Learning	
		Methods?	115
		Putting the Learning to Use	119
Chapter	7	Assessing the Results of Your	
•		Learning Plan	123
		Key Assessment Questions	125
		Assessment Methodologies	127
Chapter	8	Managing Your Organization's Learning	
Chapter	•	Operation	135
		The Components of a Learning Organization	138
		The Role of a Chief Learning Officer (CLO)	143
		The Role of a Learning Management Service	144
Chapter	9	Call to Action!	151
		Become an Activist in the Service of Learning	152
		Be an Education Activist	161

xvi

Contents

Learning from Experts: Excerpts from Sarder TV Interviews Authors and Educators Learning Managers and Learning Professionals	167 167 189
Partial List of Chief Executive Officers, Chief Learning Officers, Chief Information Officers, Authors, and Thought Leaders Interviewed by Sarder TV	217
Notes	225
References and Resources References Useful Websites	237 237 238
Acknowledgments	241
About the Author	249
References References Useful Websites Acknowledgments About the Author Index	251
pitt	

xvii

http://www.pookshop.com