
THE LEADERSHIP DAILY

R & Associates Leadership Research | Edited by J. S. Roths | Series 1, Essay 17 | What Is Leadership?

Does Your Organization have a Learning System? (Creating Systematic Learning)

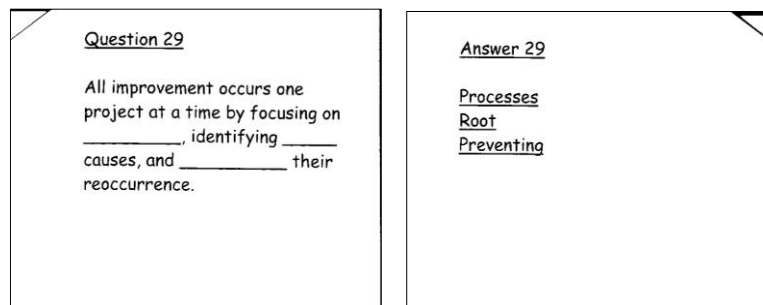
In a previous essay, we indicated the associate has two jobs: to make 'this' place better and a better place to work. The manager's job was described as arranging conditions to enable the associate to 'make better'. Also remember that, the leaders' job was described as creating focus – giving answer to what 'better' is.

Great businesses have systematic processes for making things better for all stakeholders. Making things better will undoubtedly mean solving problems.

So, it stands to reason then, that a systematic process of learning is needed in order to solve problems and make things better systematically.

Here is what Google has to say about the learning organization: "A learning organization is the term given to a company that facilitates the learning of its members and continuously transforms itself. Learning organizations develop as a result of the pressures facing modern organizations and enables them to remain competitive in the business environment."

One of the learning systems used at TLD to accelerate improvement is fluency cards. As a short part of a daily meeting, the team takes a couple of minutes to review a card. The card has a question on the front and the answer on the back (sort of like flash cards from the past). Here's an example of one:



Creating a systematic learning process requires the leader to afford frequent and consistent time for all associates to study topics which will be most helpful in solving problems and making the organization better.

Systematic problem resolution requires systematic learning.
Great leaders create learning organizations.