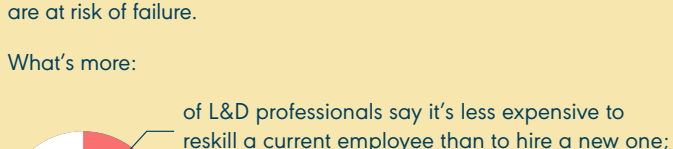


4 WAYS TO ACCELERATE YOUR TEAM'S DELIVERY CAPABILITIES

Training is an essential component of capability uplift but it's only one piece of the puzzle. Find out what steps you can take to embed learning, accelerate team delivery capability and drive real performance improvements.

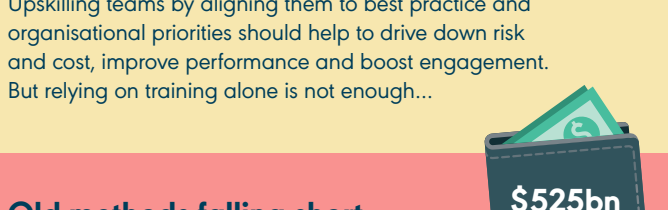
Why invest in upskilling?

Talent shortages and attrition see organisations struggling to fill roles with appropriately skilled team members:



Without the right skills and capabilities in your team, your initiatives are at risk of failure.

What's more:



Upskilling teams by aligning them to best practice and organisational priorities should help to drive down risk and cost, improve performance and boost engagement. But relying on training alone is not enough...

Old methods falling short

Despite massive investment in training, many programs are failing to deliver the right outcomes:



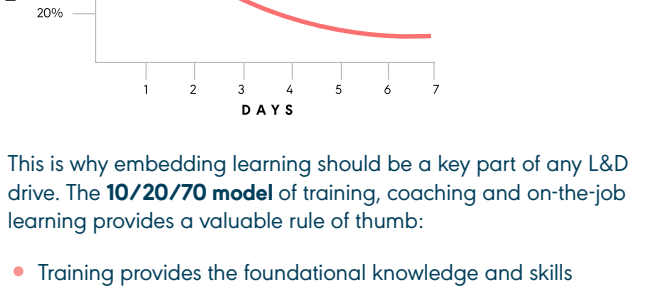
Approx. corporate training spend⁴.



So, what should organisations be doing differently?

1 MORE FOCUS ON EMBEDDING NEW LEARNING

Training can ensure your people have the fundamental skills to drive delivery excellence, but the reality is that learning is lost if it is not regularly applied in the workplace.



This is why embedding learning should be a key part of any L&D drive. The **10/20/70 model** of training, coaching and on-the-job learning provides a valuable rule of thumb:



2 ACCELERATING TEAM DELIVERY CAPABILITY

Once teams have the foundational knowledge, there are several effective techniques to embed and apply learning and help fuel your uplift program:

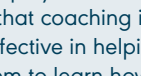
Stronger together

Peer-to-peer learning, where team members collaborate and learn from each other through teamwork, improves:



Almost **2 in 3** employees indicate peer learning is the most effective training method⁹.

- metacognition
- clarity of understanding
- confidence in the task⁸.



About **3 in 5** employees indicate that coaching is effective in helping them to learn how to do their job¹⁰.

Coaches as enablers

Coaches are domain experts and skilled guides for teams. A good coach:

- goes beyond a transfer of knowledge and skill
- prompts the team to align to best practice
- shows teams how to improve to grow along their own path.

Active learning

Active learning is an immersive technique that embeds training by combining skills and knowledge with the learner's involvement. Conducted properly, it should:

- increase interest and motivation
- strengthen engagement and retention
- build valuable networks within teams¹¹.

Active learning strategies are up to **18x** more effective for knowledge retention than passive techniques¹².

3 USING DATA TO OPTIMISE CAPABILITY UPLIFT

If you can't measure it, you can't improve it.

But you need the right data to guide your embedding and improvement efforts and foster continuous improvement.



Behaviour trumps knowledge

Behaviour is a leading indicator to improved results. Instead of testing knowledge or theory, assess how well your team exhibits the behaviours that lead to better performance. This includes:

- **technical behaviours**, such as estimation and risk management
- **non-technical behaviours**, such as communication and negotiation.

See our [Capability Hub](#) for details of different assessments.

Metrics over gut feel

Behavioural data allows you to move beyond guess work - you can align your efforts to hard metrics and **create an improvement plan aligned to your objectives**. This ensures coaches and teams are focused on those capabilities that will have the most impact.

4 DRIVING ITERATIVE PROGRESS WITH CAPABILITY IMPROVEMENT WORKSHOPS

Bringing the same team and coach together via in-person [Capability Improvement Workshops](#) is an excellent tool to:



- capture behavioural data
- document areas for improvement
- empower the embedding process
- assess and review progress
- optimise your approach.

At each workshop teams can refine and iterate the plan to drive incremental improvements, uplifting their delivery performance and environment. A plan with measurable outcomes also provides transparency to stakeholders, so they can see progress on their L&D investment.

Many organisations understand that L&D initiatives are essential to increase talent retention and upskill staff but often fail to achieve ROI from training alone. Instead, a multi-pronged approach of embedding learning, accelerating capability and leveraging data is an effective way to achieve lasting performance improvements and better alignment with organisational strategy.

Want more from your [capability uplift](#) efforts?

[Contact our experts](#) or call **1300 70 13 14** and

find out how we can work with your team to

achieve measurable, long-term results.

pm-partners