



Peer Network Learning Action Plan

Create an Action Plan to review and consider how you can best use peer network learning in your job. Remember, you don't need any special opportunities—there are opportunities throughout your workday, and your colleagues are the best teachers. Complete the form below to help think about where to start.

ACTION PLAN TEMPLATE

Learner Name:				Date:
What skills, behaviors, activities, or processes do you want to learn, teach, or improve? [Learn] Department Online System, [Improve] Understanding of Client Expectations, [Teach] Departmental Process to Peer Teams				
Who can help me learn this?	What work activities can I leverage?	What questions can I ask?	What feedback should I ask for?	What learning can I offer?
Anyone in your professional network can help you learn!	The best network learning activities are relationship-based, reciprocal, and relevant to your day-to-day work.	The best questions are those that help frame a problem or issue in a new way.	Feedback is best when it is constructive, and is paired with ideas about how to make the work better.	Don't forget to think about what you can offer your network to help improve the collective performance of your colleagues.
Peers on my team or another team that use the same system	System Walkthrough System 'test' – Have a peer ask me to show them the steps	What are the most common activities? What are the problem areas in the system [workarounds]? How do I report a problem? Who is the expert?	Have I been doing it right thus far? What's one area I should focus on being better at?	Here are some of the shortcuts I discovered... When I was training with another team member, they showed me...

<p>One or a group of peers from my client group</p>	<p>Walkthrough of what steps occur before/after the process gets to me</p> <p>Job Summary – What are the basic Job responsibilities for my peer</p> <p>Dept. Goal Sharing</p>	<p>How can I more effectively manage handoffs?</p> <p>What information do you need from me?</p> <p>What are the stumbling blocks to smooth operation/communication?</p>	<p>What should I start doing/stop doing from your perspective?</p> <p>From your perspective, what should I focus on?</p> <p>What more can I do to help you?</p>	<p>This is how you could help me do my job better...</p> <p>Here's how we do things [alignment]</p> <p>Some of the improvement we would like to make are...</p>
<p>One or more peers from other teams</p>	<p>Walkthrough of department process</p> <p>Fundamentals of your department's business</p> <p>Presentation of professional certification and benefits</p>	<p>What information can I provide that would be helpful for you?</p> <p>How can I continue to keep you informed about this subject?</p>	<p>Was this helpful?</p> <p>Is there more you would like to know?</p> <p>What else can we offer for you?</p>	<p>Diagrams, charts, reference guides as necessary</p> <p>FAQs</p> <p>Follow-up learning as requested</p>