

How we develop our people through experience, exposure and education

The 70:20:10 model is Australian Unity's approach to support and facilitate learning where it is most prevalent and most effective.

There is an increasing awareness, supported by research data that most learning occurs through our experiences (and practice) in the workplace. In recognising that your job and the workplace are your principal training grounds, the 70:20:10 model embeds workplace learning as key to developing a responsive and high performing workforce.

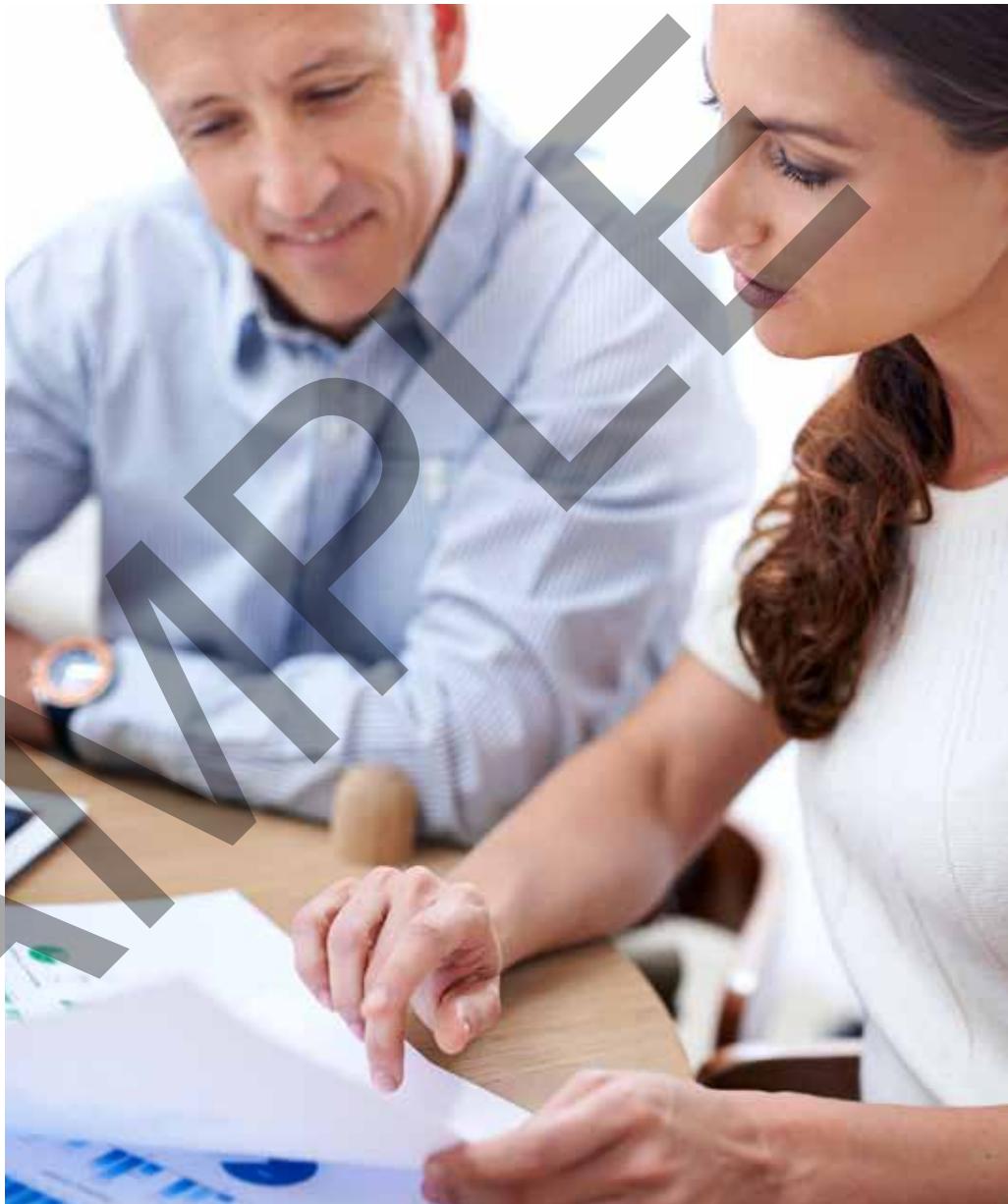
How to use the 70:20:10 model

The following is a guide as to how to apply the 70:20:10 model in your development and career planning, helping you develop the capabilities to thrive:

- 70% of learning occurs through experience
- 20% of learning occurs through exposure
- 10% of learning occurs through education

Before proceeding, identify the capabilities you need to thrive. This can be a mix of technical and professional capabilities. [Home > About Me > Development > Learning & Development](#)

Once you have identified and assessed the capabilities you need, begin to identify development opportunities which can be a mix of experience (70%), exposure (20%) and education (10%) activities.



More than anything else,
Australian Unity exists to
help people thrive



Through experience:

On the job (including delegation, problem solving, observation and practice), Project based learning, Stretch / challenging assignments, Secondment, Communities of practice

Here are some suggestions to start putting **Experience** into practice. For more ideas, visit PeopleConnect Learning and visit each of the capability tabs or conduct a search.

Putting this into practice

Expand the scope of work

- Learn a new skill within your team
- Increase decision making authority
- Take on additional responsibilities within your team
- Cover someone on leave
- Represent your team in a cross team or business unit meeting
- Substitute your manager in a client or project meeting
- Apply for a secondment or a new role within your current or different business unit

Useful resources

- Compass, True North or Strive development plans
- Speak with your manager
- PeopleConnect Careers

Learn through solving real problems

- Seek out and work on a new or challenging task, project or assignment
- Share a new skill with other colleagues or contribute to a community of practice
- Introduce a new way of working (e.g. improved process)
- Take something you have learnt and apply to your role and/or team

- Development plan
- Use your network
- Speak with your manager
- Coaching guidelines
- PeopleConnect Learning – search for Coaching
- PeopleConnect Learning – search for Change Management



Through exposure:

Coaching and mentoring, Shadowing, Feedback (includes 1:1 and compass reviews), Reading, research and reflective learning, Networking, Social media

Here are some suggestions to start putting **Exposure** into practice. For more ideas, visit PeopleConnect Learning and visit each of the capability tabs or conduct a search.

Putting this into practice

Useful resources

Feedback

- Provide and obtain feedback from your peers, colleagues, manager and customers

- [Feedback guidelines](#)
- [GROW model – see coaching guidelines](#)

Structured mentoring and coaching

- Take on a mentoring role
- Seek out a mentor
- Shadow a high performer, someone you admire or demonstrates the capability you wish to develop

- [Mentoring guidelines](#)
- LinkedIn

Communities and sharing

- Commit to spending some time reading articles, books, websites and researching topics specific to your workforce segment, role or development areas
- Participate in an external networking event specific to your industry, role or development areas
- Participate in social media tools such as Yammer, Twitter, LinkedIn

- PeopleConnect Learning
- Australian Unity Yammer account
- Twitter
- LinkedIn

If



Through education:

Classroom training and workshops, Australian Unity Business School, eLearning, Professional accreditation / qualifications, Conferences and seminars

Here are some suggestions to start putting **Education** into practice. For more ideas, visit PeopleConnect Learning and visit each of the capability tabs or conduct a search.

Putting this into practice

- Identify relevant training courses specific to your industry, role or development areas. This can be face to face, elearn or virtual
- Consider professional accreditations and qualifications to support your development

Useful resources

- PeopleConnect Learning
- How we develop our people – Australian Unity Business School
- Study assistance policy and application form

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If you are a people manager

As a manager, your role is critical in supporting and encouraging employees to take ownership of their continuous development and career goals. Here are some ways to achieve this:

- Ask employees to complete a capability self-assessment. This will help to assess each employee's strengths and their development opportunities. You should also complete the assessment for each of your employees to provide a further dimension to discussions.
- Review the learning and development options available in PeopleConnect Learning. A range of development opportunities (education, experience and exposure) are available for the required capabilities, including technical, professional and leadership capabilities.
- Undertake regular development discussions with your employees. Use these discussions to agree upon each employee's development needs in their role and career. Follow up on their progress, recognise their achievements and continually review their development plans.

