

Informal learning: managing the training function

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Abstrak

Informal learning can pack quite a punch in terms of boosting workplace performance and efficiency. But what is it, and what can you do to promote informal learning in the workplace? According Bob Hoffman, informal learning is anything that is not recognizable as formal training and performance support, such as organized classes, workshops, individualized instruction, and job aids. In addition, it is just-in-time, contextual, individualized, personal, chunked, and limited in scope; in other words, its exactly what you need at exactly the moment you need it. Informal Learning describes 13 modes of informal learning, including information gathering, help desk use, and mixed teams. Furthermore, this Infoline presents ways that you can evaluate and promote these modes to fit your organizational context.