Blow up the training department

Institute a Cadre of Information Librarians, or a Plethora of Performance Supporters, or a Merry Mess of Matchmakers **within each business unit.**

Remember getting what you paid for?

Blow up the training department. **They think they should build training.** They think training is the alpha and the omega. Cast them before swine.

Look for those folks in the training department that love to think about how people learn and how to support performance.

Keep them. Cherish them. Listen to them.

But don't stick em in a group in Human Resources!!!

Attach them to each business unit.

Give them lots of resources. ANY time they attempt to pull people off the

job and stick them in a *room* to learn something - make them prove why **that** is the **only way to teach this.** If they continue to resort to the simple, ineffective "stick em in a room" type of trainings, you don't want em. Dump em.

Pay theses people   to wander through the organization, finding out about what people are doing. **Make them as essential as a librarian is in a library** - you don't always need them, but when you can't find something.. there they are.

Have them **study processes and discover places where they can squirt in a bit of information.**

Have them build DOPSS for projects and groups. Have them tinker to get information right for different groups.

These people can give you the edge in implementing innovation.
These people can mean success in the information age.

They can be like bees, spreading pollen from place to place.
Get them out of the training department.
Get them out of HR.
Get them into the field.

Get them into the business of those they would help.

Encourage them to try things that may fail and to *learn from the failures.*

Steel manufacturers stress a steel beam until it fails so thye can report its strength. **Failure results in greater safety and success.**

If they succeed too often, they aren't trying hard enough.

Fail, but measure effect, use and performance should be their guides.

Discourage huge projects, aim for small.

Insist on measuring performance and use as a measure of their success.

Pay for what you want!

Do it! Do it now!