

Fostering Employee-led Learning through Corporate Communities



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Anamaria Dorgo

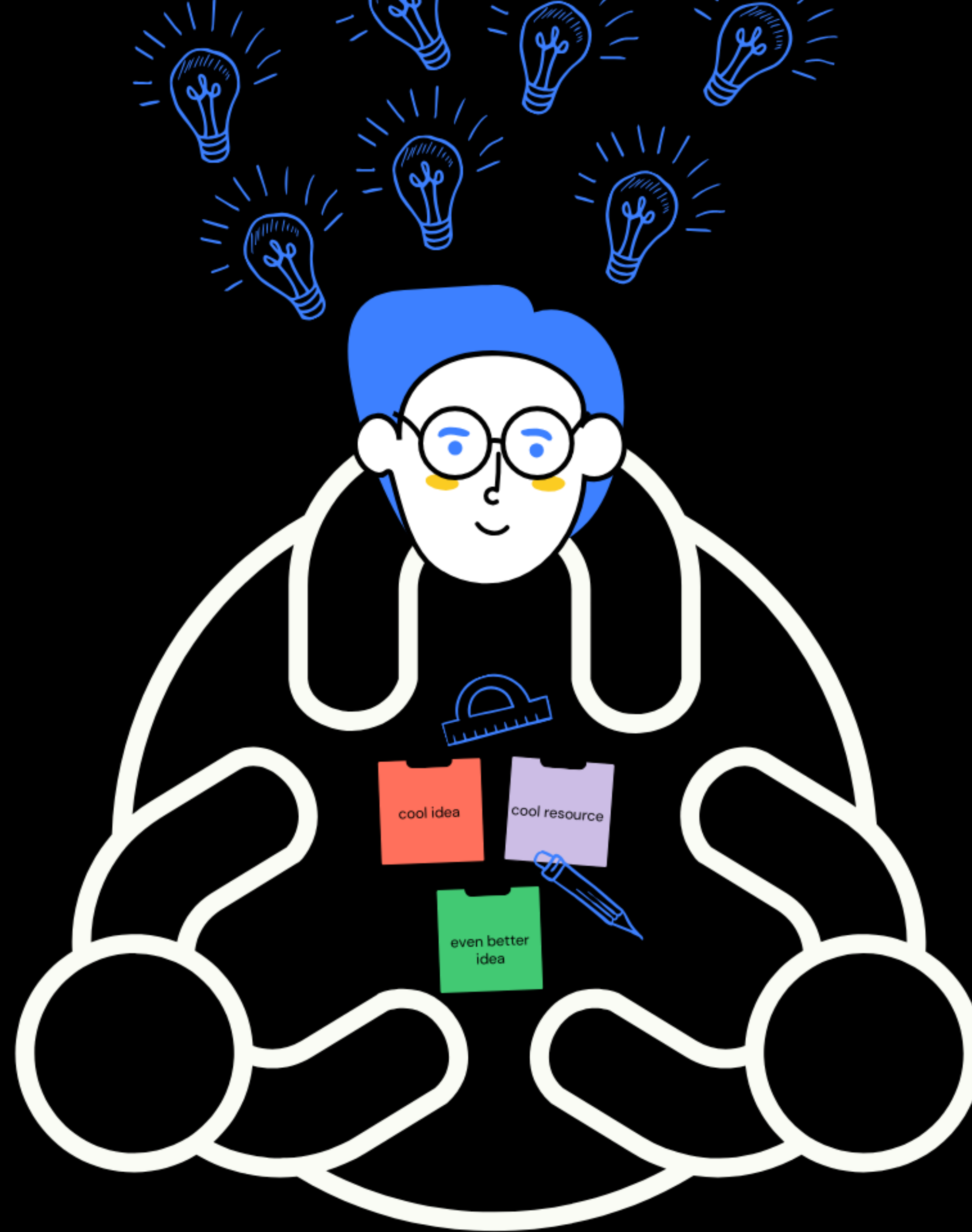
Head of Community/
Founder and Community
Catalyst, Butter/ L&D
Shakers, Netherlands

Building Communities from Within: Unleashing Learning Potential in Your Organisation



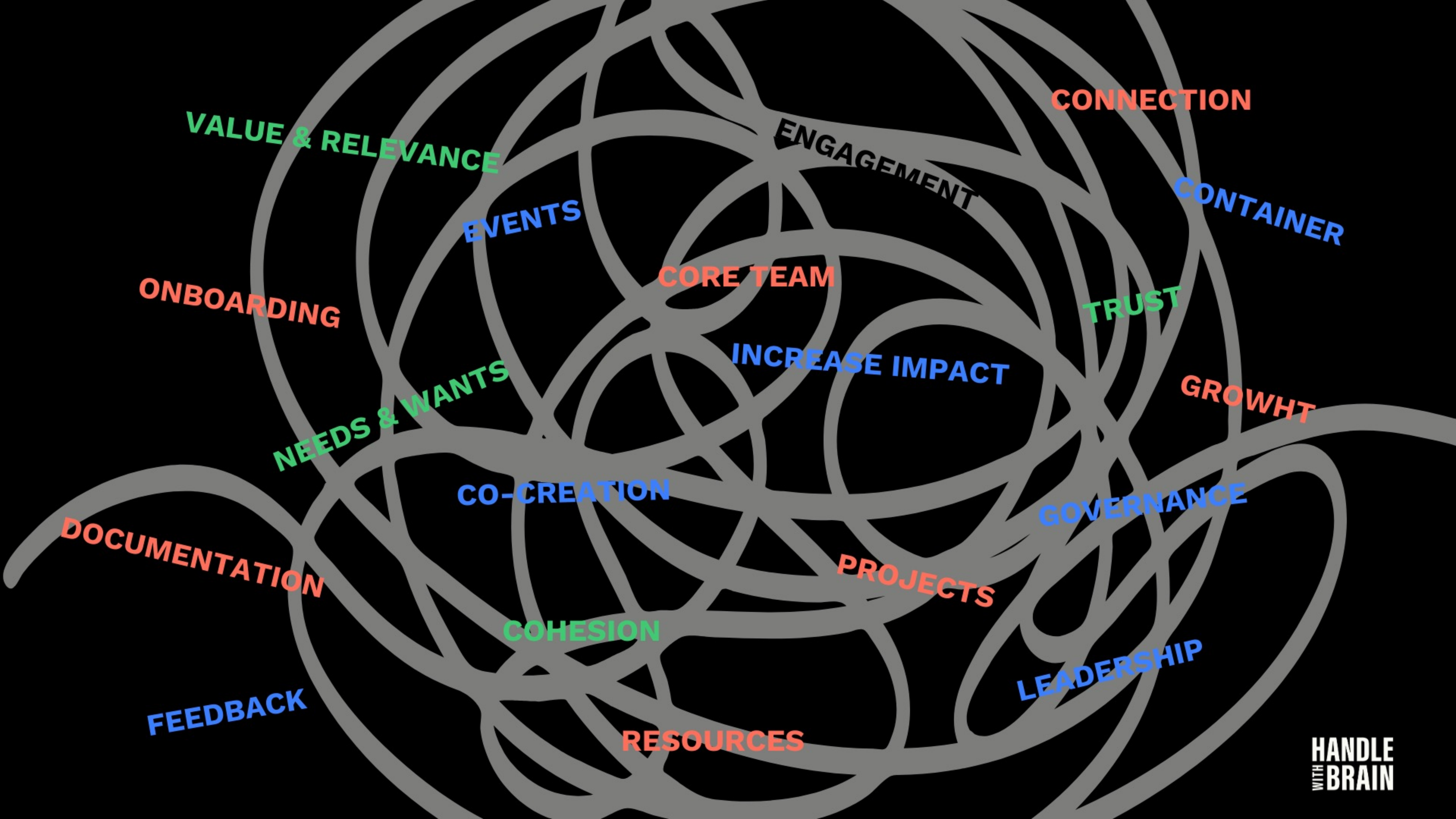
Anamaria Dorgo—
Community Builder,
Learning Experience Designer,
Facilitator

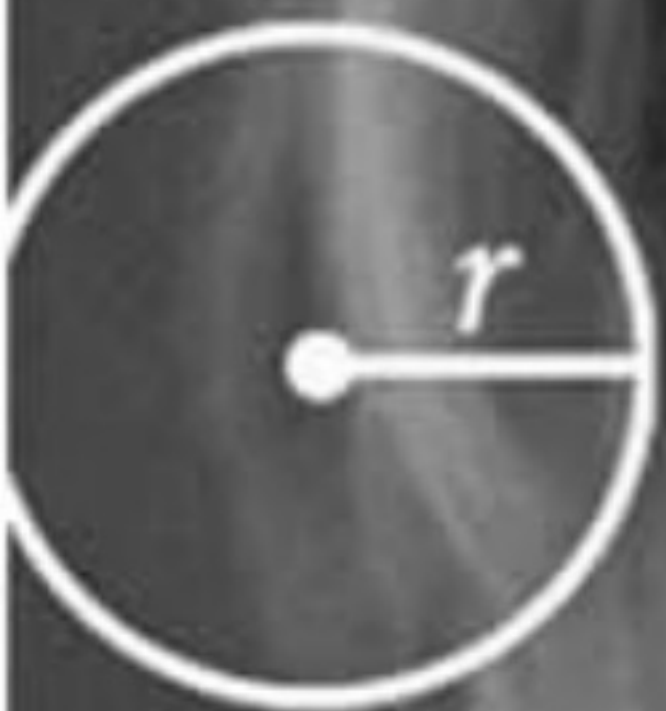
HANDLE WITH BRAIN





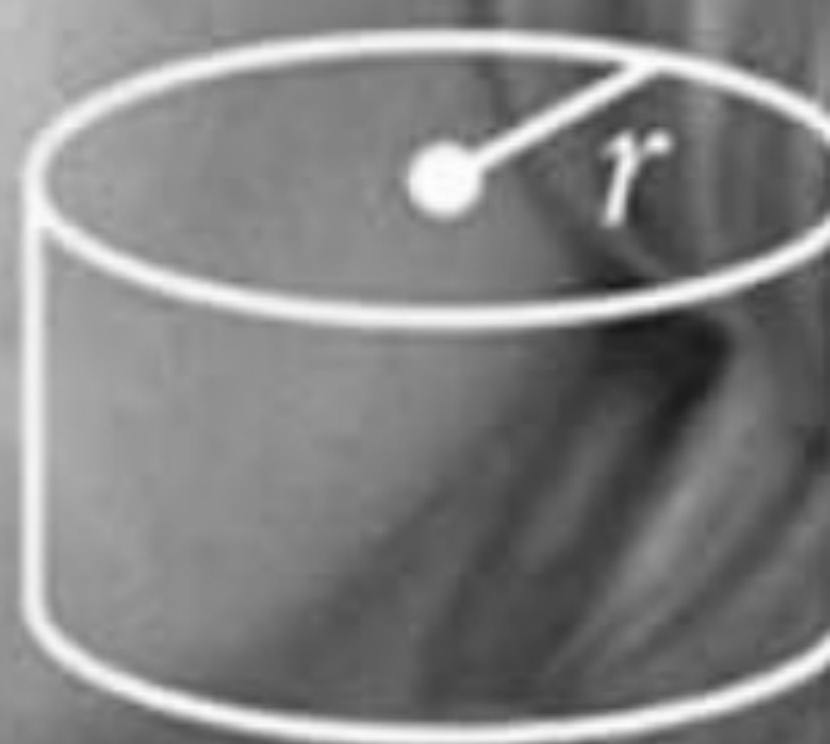
Opening
Mon
Tue-Thur
Fri-Sat
Sunday
**HANDLE
WITH
BRAIN**





$$A = \pi r^2$$

$$C = 2\pi r$$



$$V = \pi r^2 h$$

	30°	45°	60°
sin	$\frac{1}{2}$	$\frac{\sqrt{2}}{2}$	$\frac{\sqrt{3}}{2}$
cos	$\frac{\sqrt{3}}{2}$	$\frac{\sqrt{2}}{2}$	$\frac{1}{2}$
tan	$\frac{\sqrt{3}}{3}$	1	$\sqrt{3}$



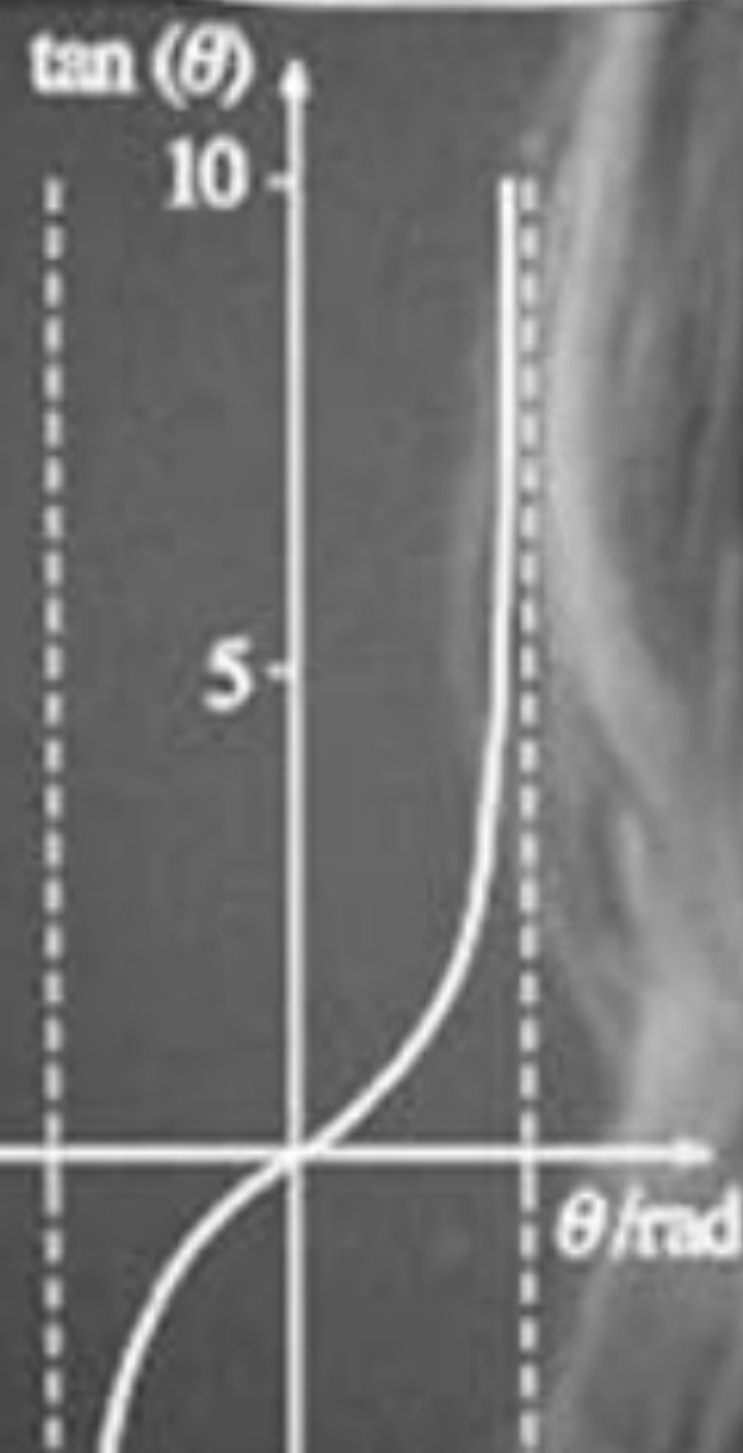
$$\int \sin x dx = -\cos x + C$$

$$\int \frac{dx}{\cos^2 x} = \tan x + C$$

$$\int \tan x dx = -\ln|\cos x| + C$$

$$\int \frac{dx}{\sin x} = \ln\left|\tan \frac{x}{2}\right| + C$$

$$\int \frac{dx}{a^2 + x^2} = \frac{1}{a} \arctg \frac{x}{a} + C$$



$$ax^2 + bx + c = 0$$

$$a\left(x^2 + \frac{b}{a}x + \frac{c}{a}\right) = 0$$

$$x^2 + 2\frac{b}{2a}x + \left(\frac{b}{2a}\right)^2 + \frac{c}{a} - \left(\frac{b}{2a}\right)^2 = 0$$

HANDLE
BRAIN

Let's unpack this!

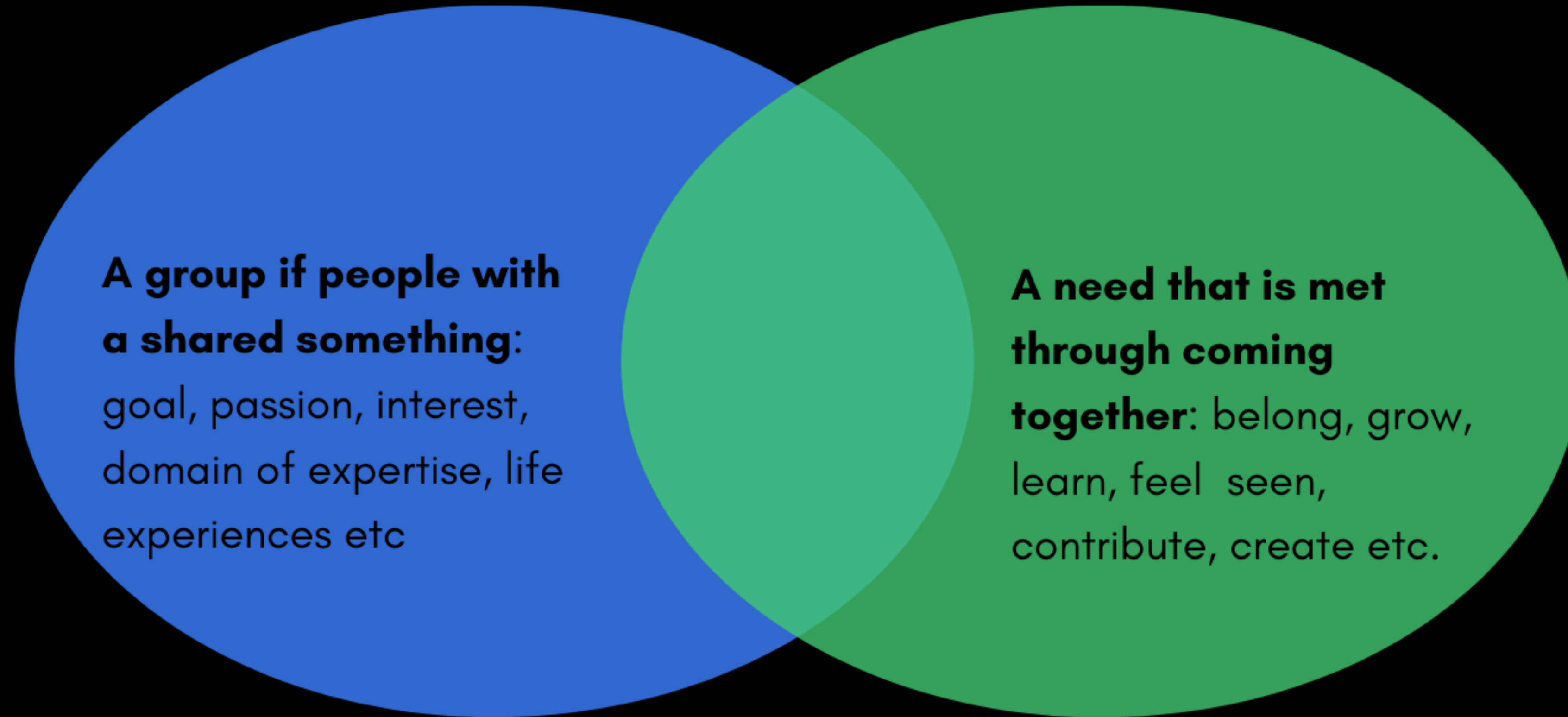
WHO ARE WE GATHERING?

**A group of people with
a shared something:**
goal, passion, interest,
domain of expertise, life
experiences etc

*From Etienne Wenger's
definition of CoP

**HANDLE
WITH
BRAIN**

**WHO ARE WE
GATHERING?**

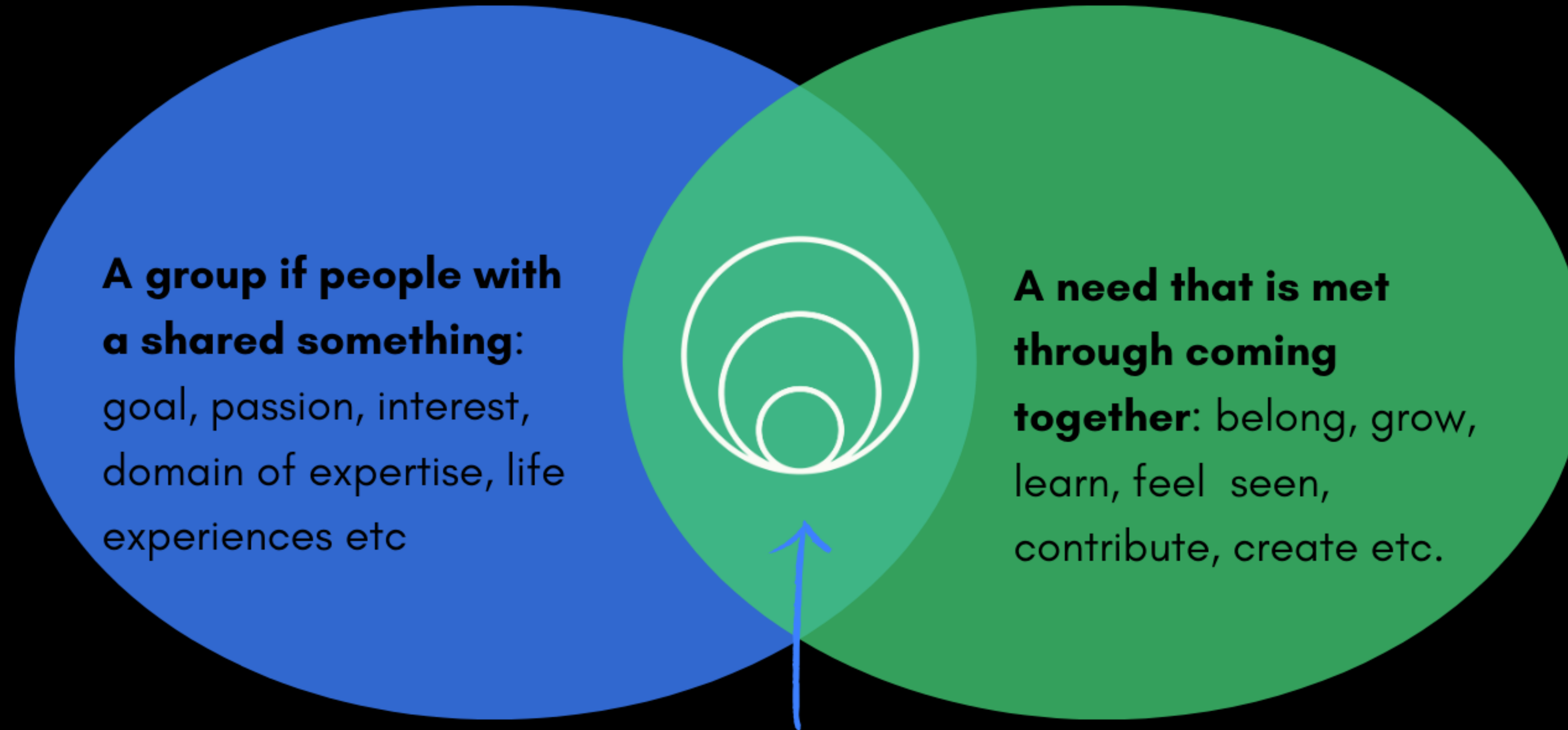


**WHY ARE WE
GATHERING?**

*From Etienne Wenger's
definition of CoP

**HANDLE
WITH
BRAIN**

**WHO ARE WE
GATHERING?**



**WHY ARE WE
GATHERING?**

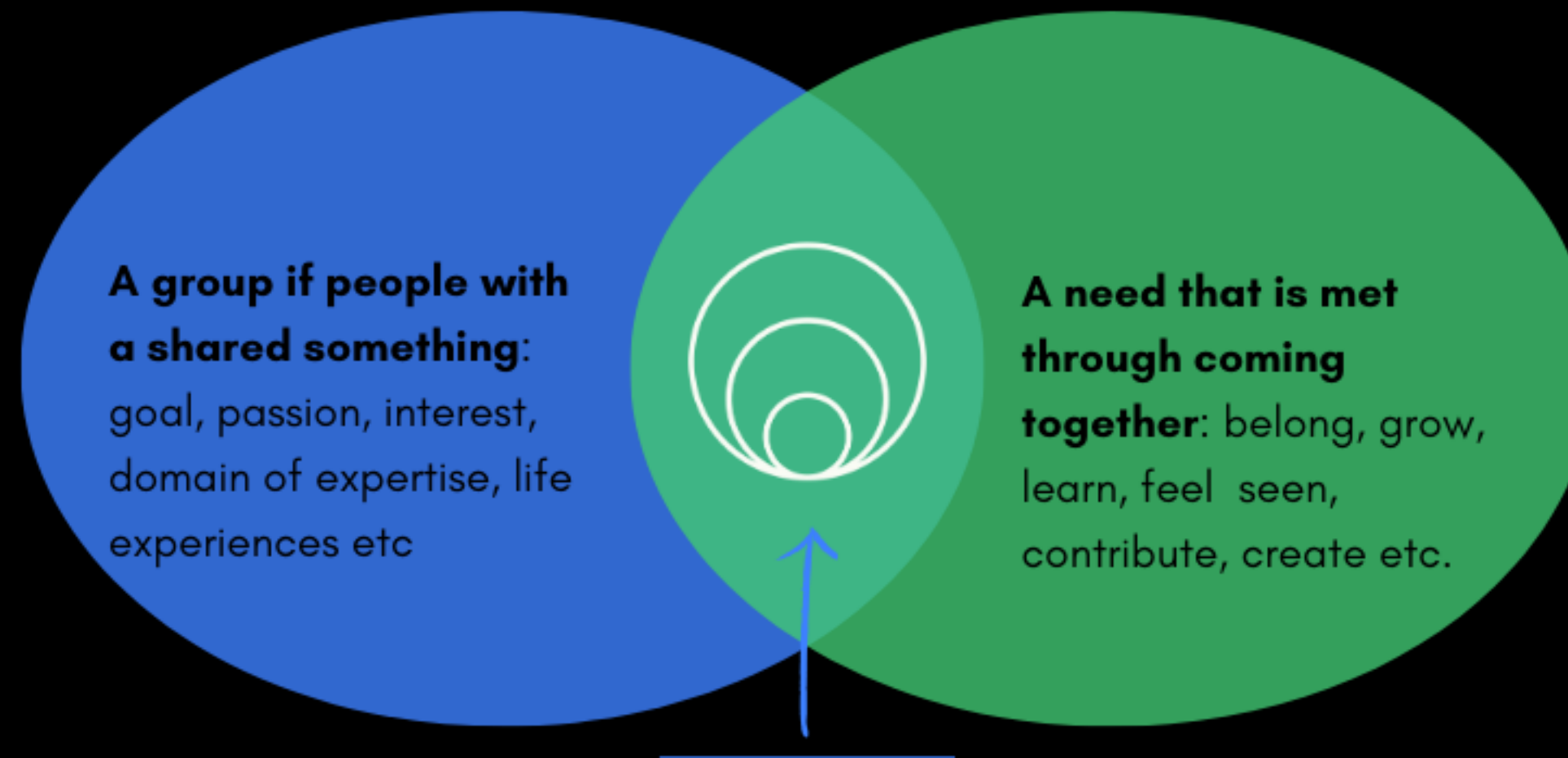
Self-organised groups that **interact regularly** over an **extended period of time to create value and impact.**

*From Etienne Wenger's
definition of CoP

**HANDLE
WITH
BRAIN**

What makes CoP special?

- Voluntary opt-in**
- Members led/ co-created**
- Constantly evolves**
- It has its own micro-culture**
- Feeds on psychological safety, experiments and learning by doing**

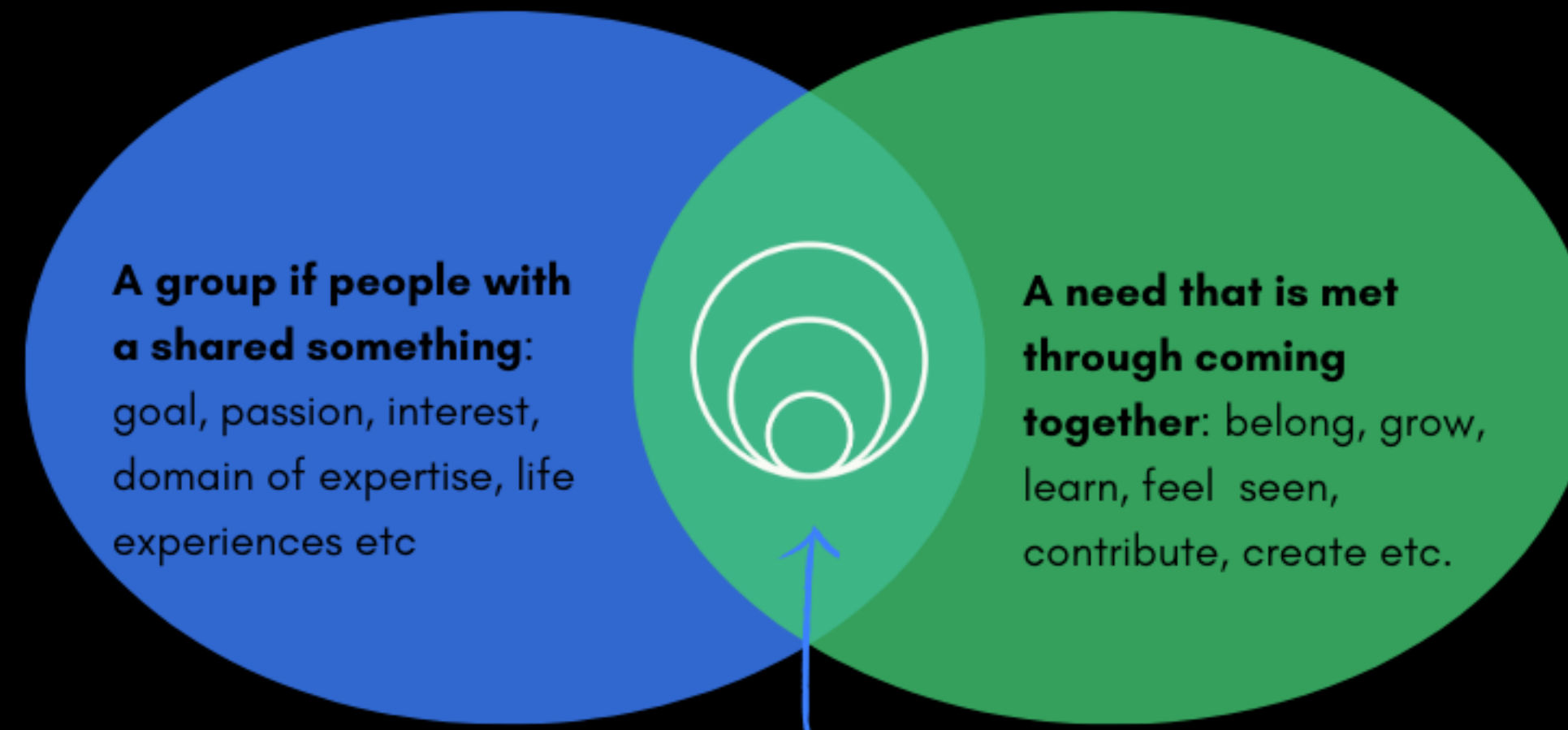


Self-organised groups that **interact regularly** over an **extended period of time** to **create value and impact**.



Others shape this experience well

Create a container



Self-organised groups that **interact regularly** over an **extended period of time** to **create value and impact**.



Others shape this experience well



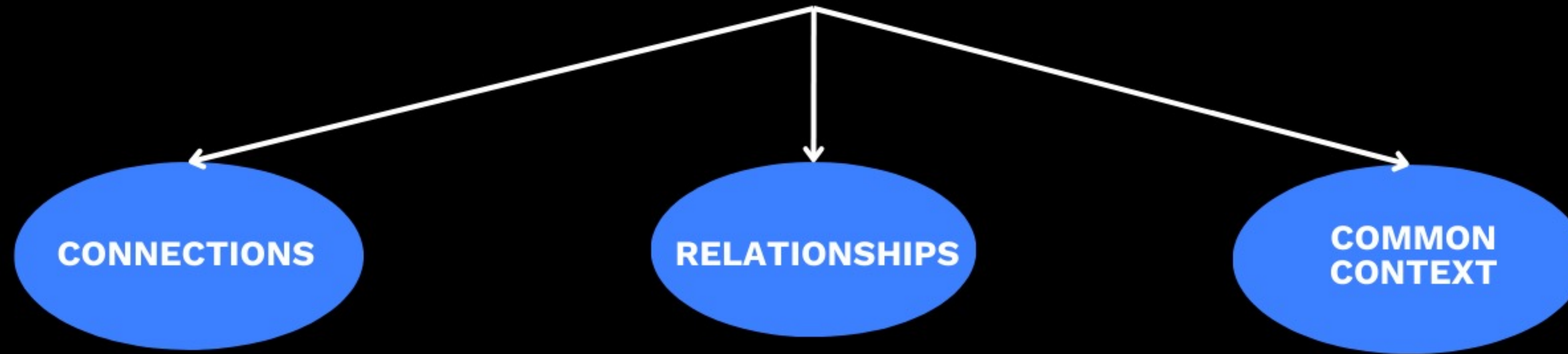
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**HANDLE
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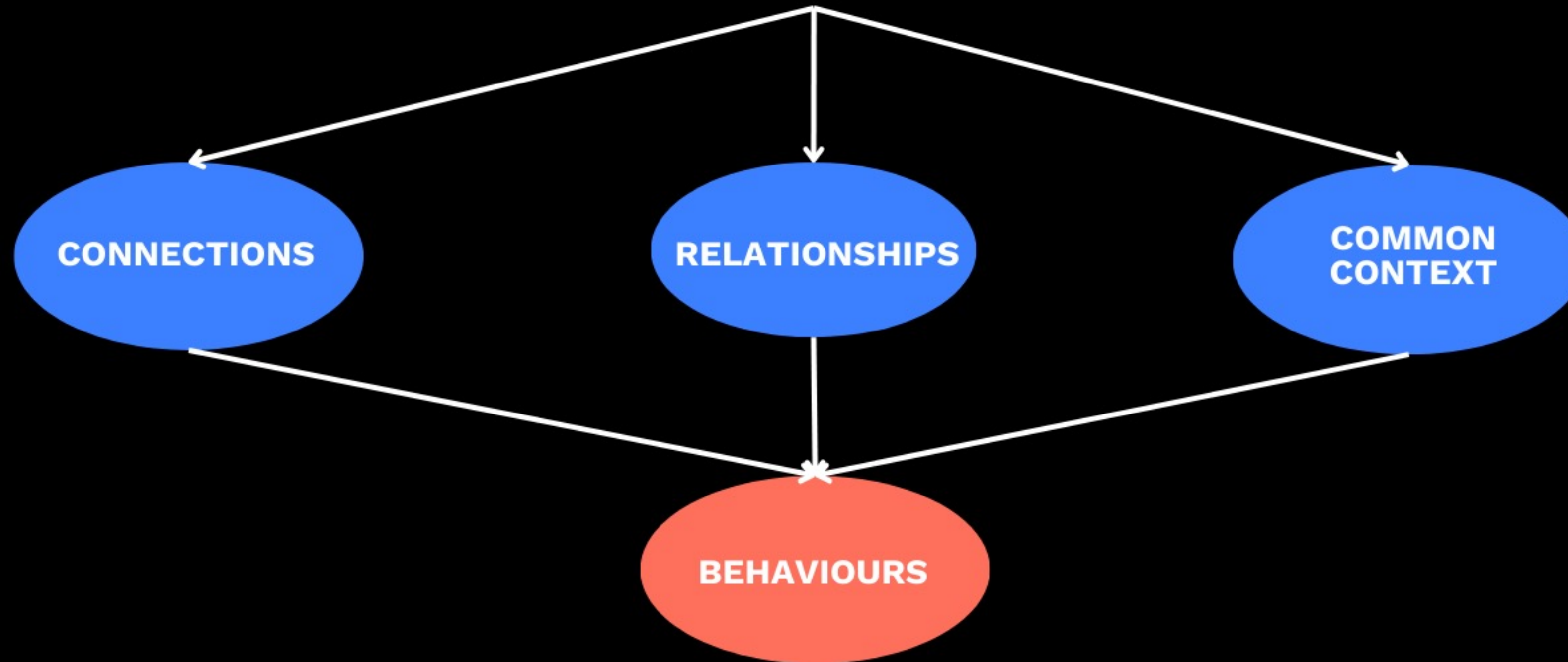
Why does it matter?

Think of a community as an engine for the development
of three social capital dimensions:



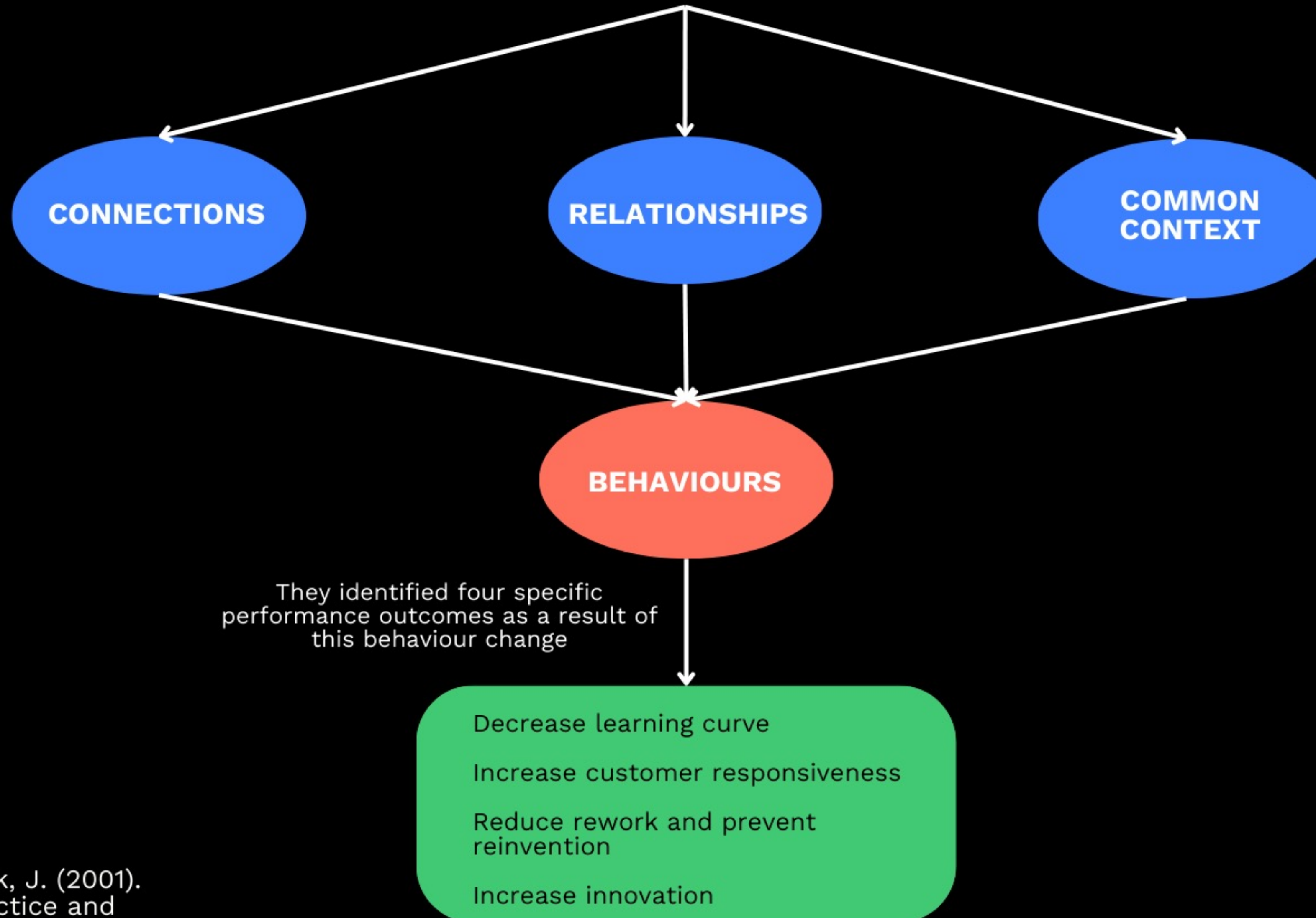
Lesser, E. L., & Storck, J. (2001).
"Communities of practice and
organizational performance." IBM Systems
Journal, 40(4), 831-841.

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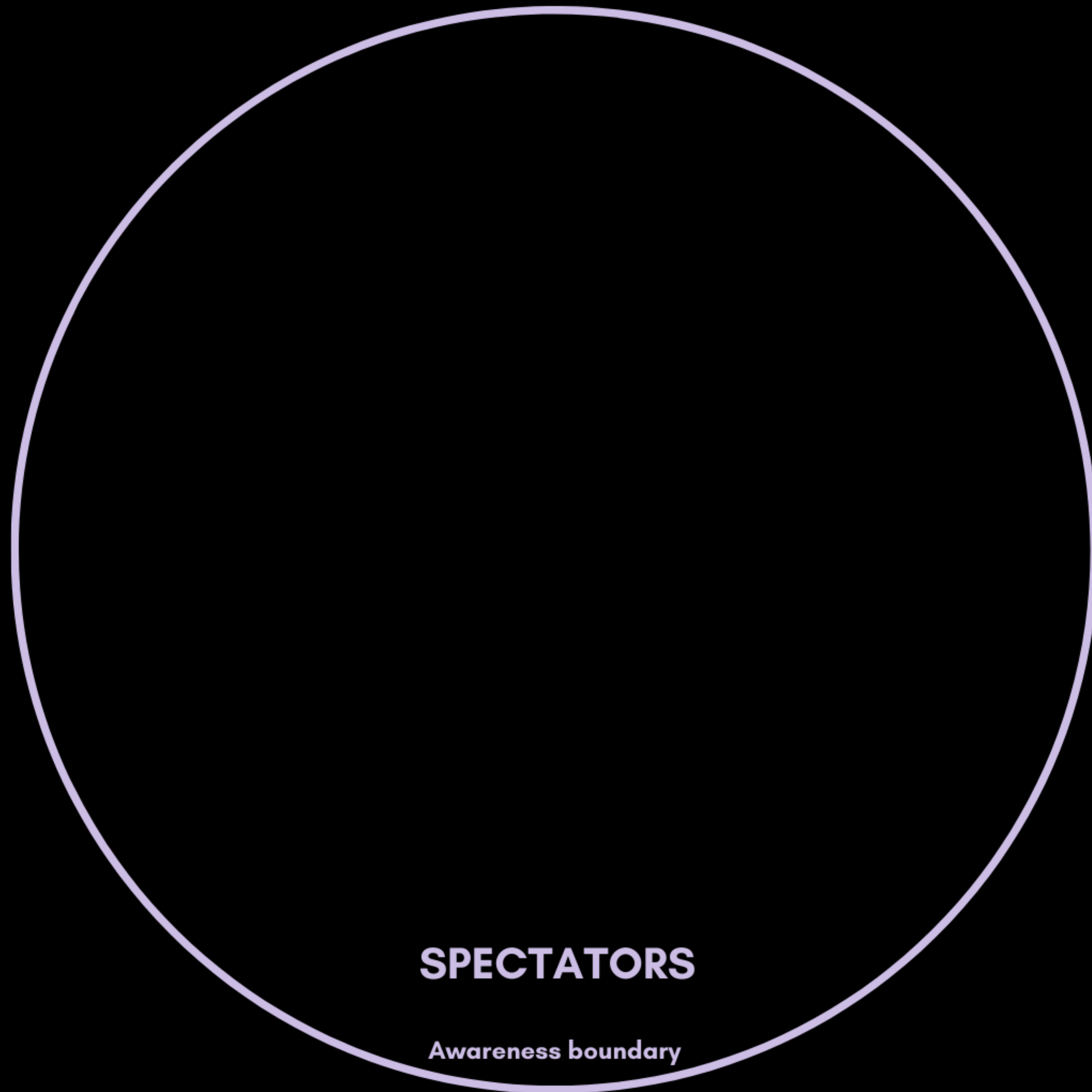


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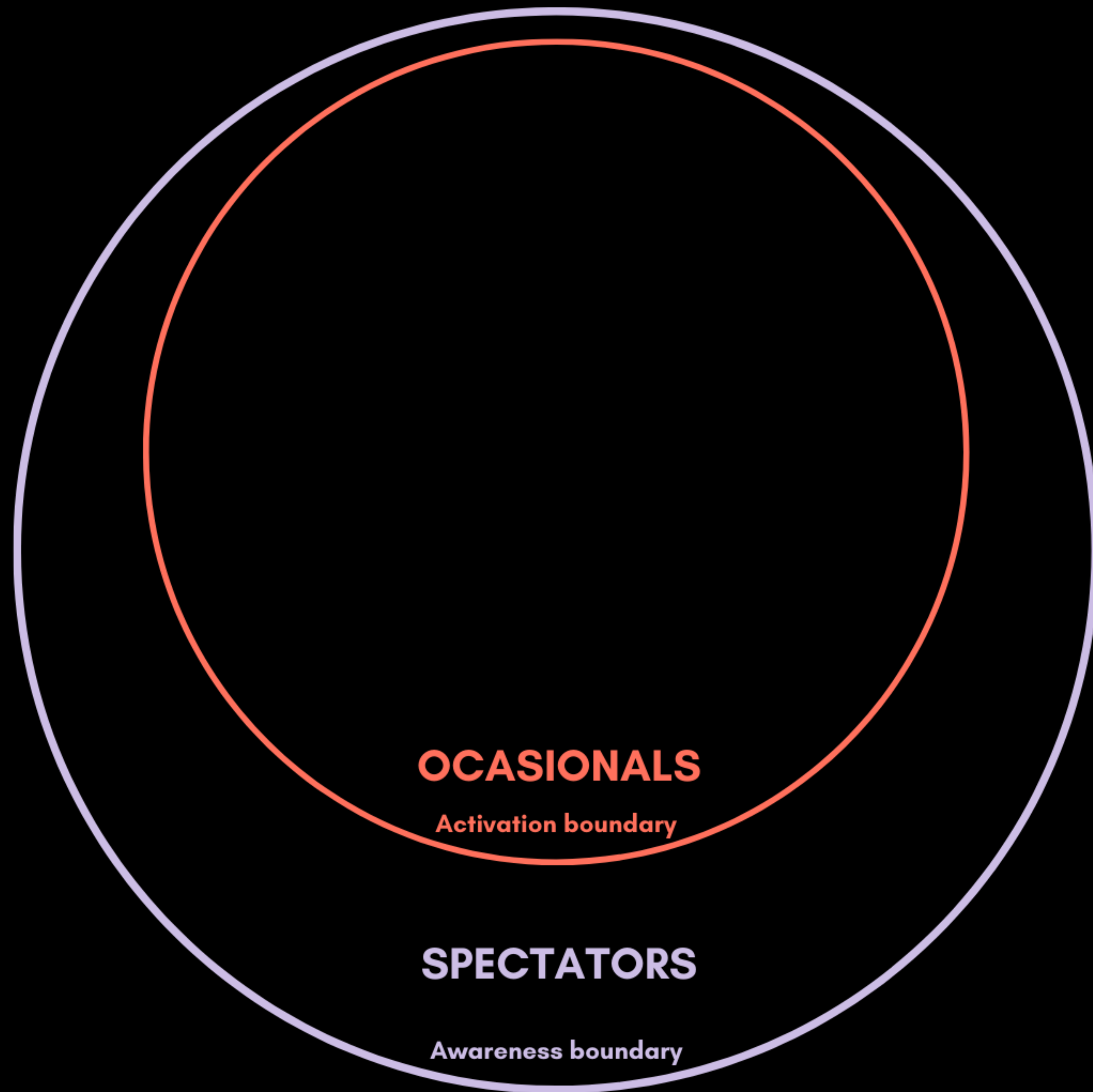


SPECTATORS

Awareness boundary

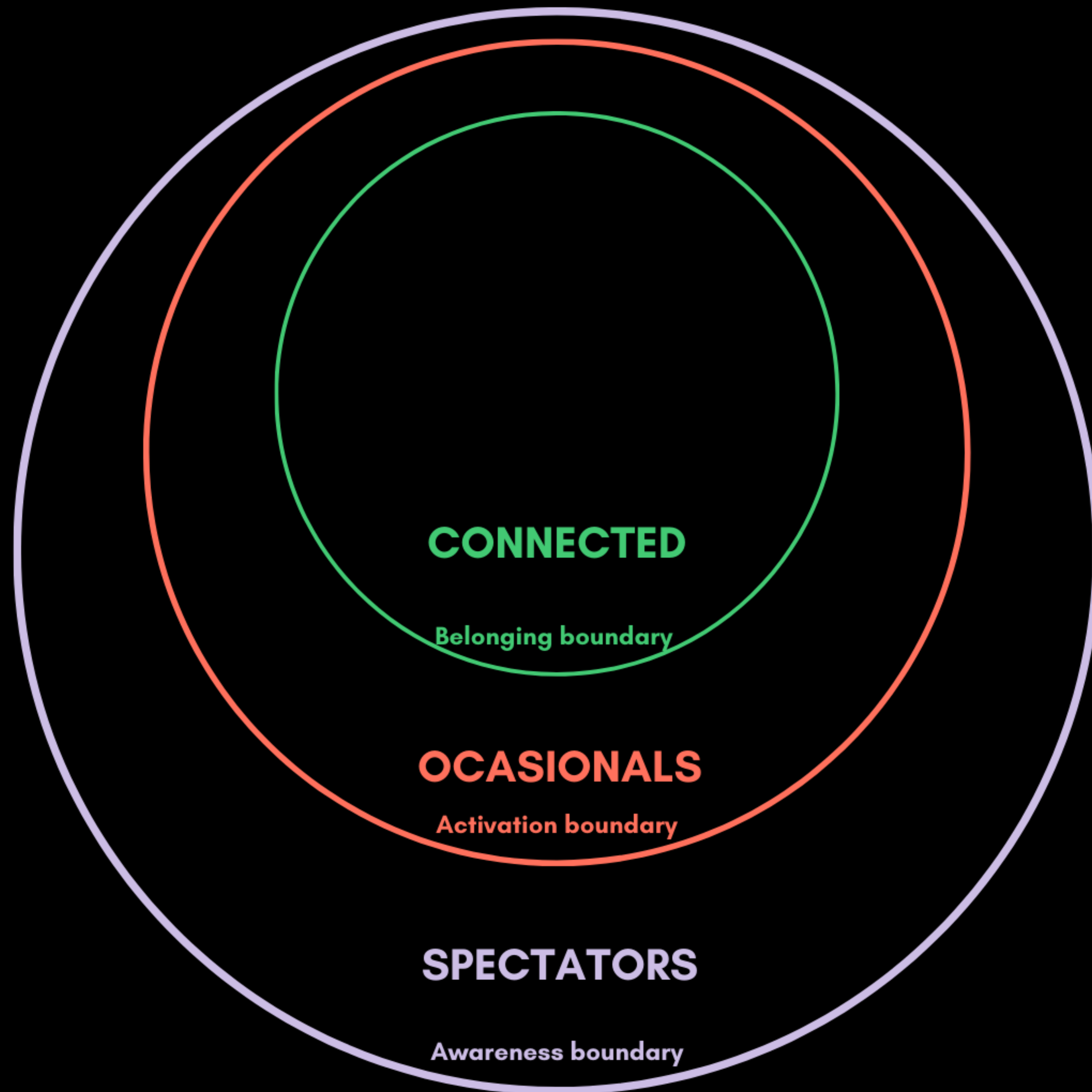
*Sense & Change
Communities Model by
Bülent Duagi

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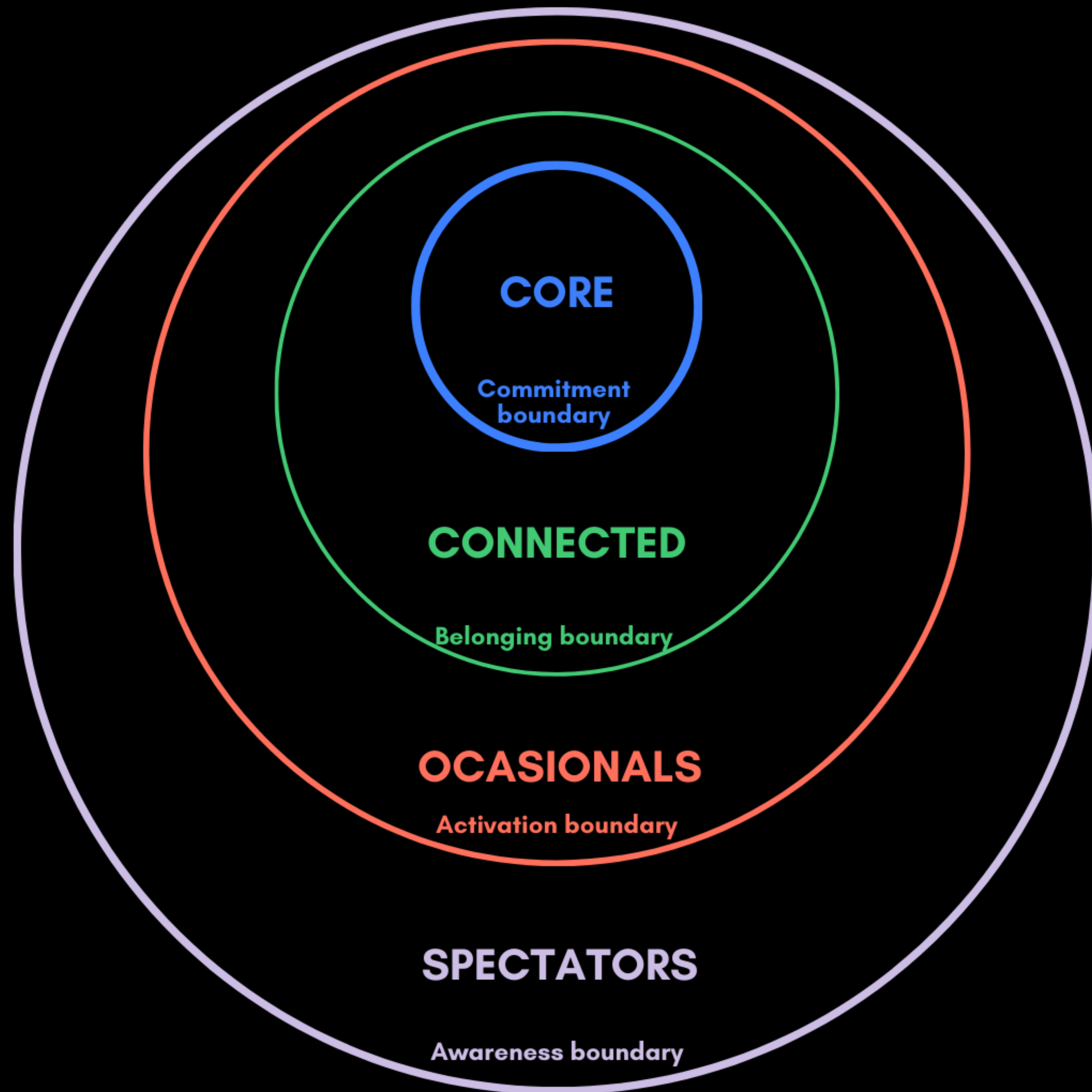
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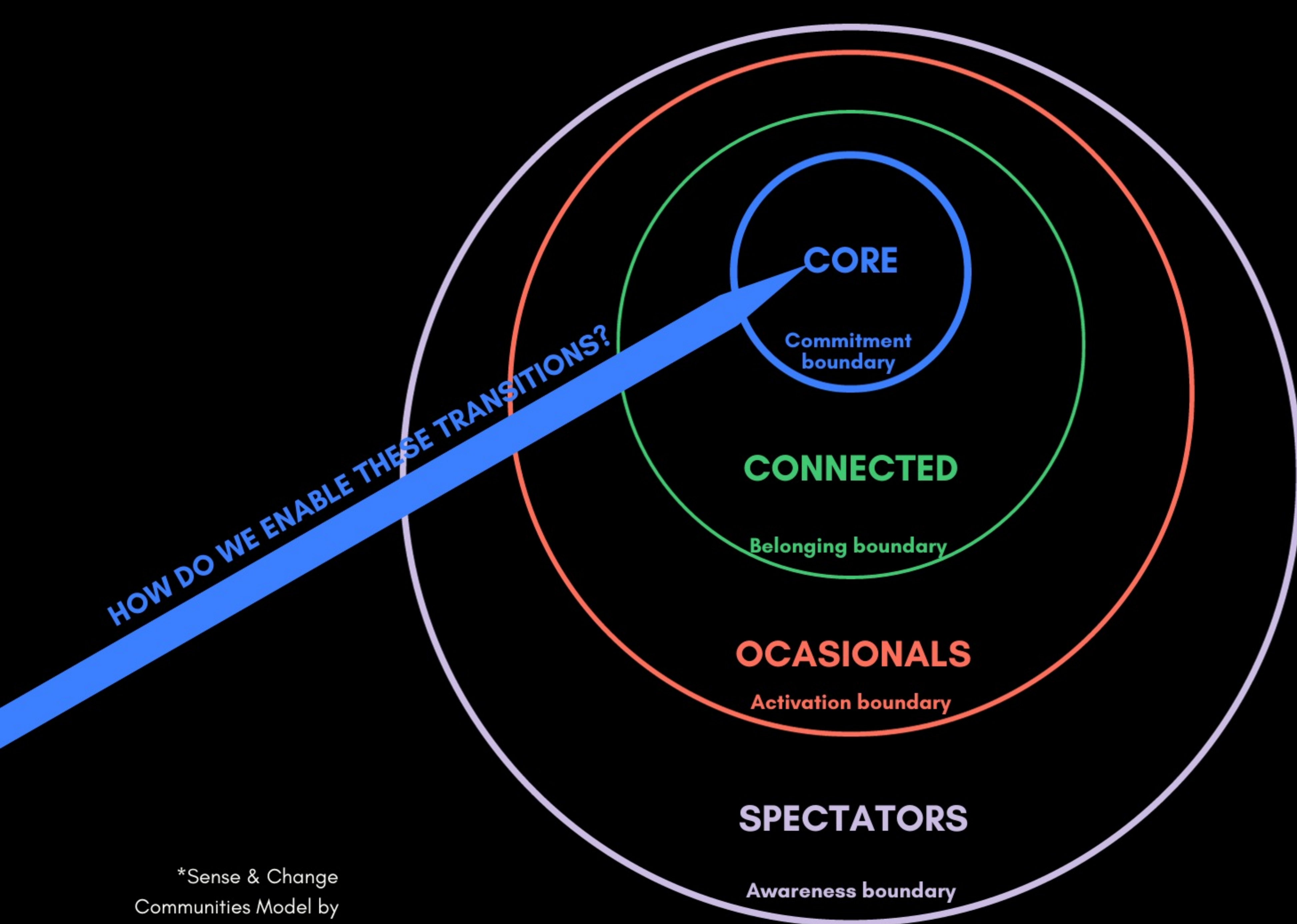
*Sense & Change
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The Community Value Model

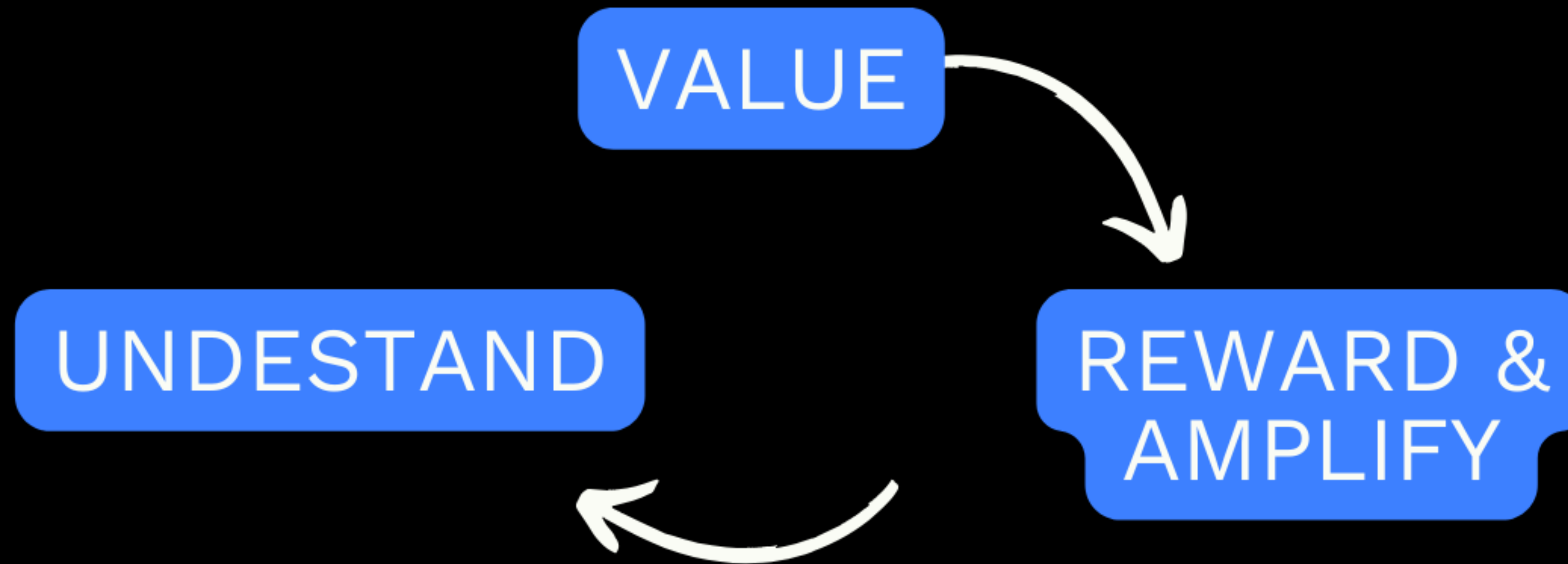
The Community Value Model

VALUE

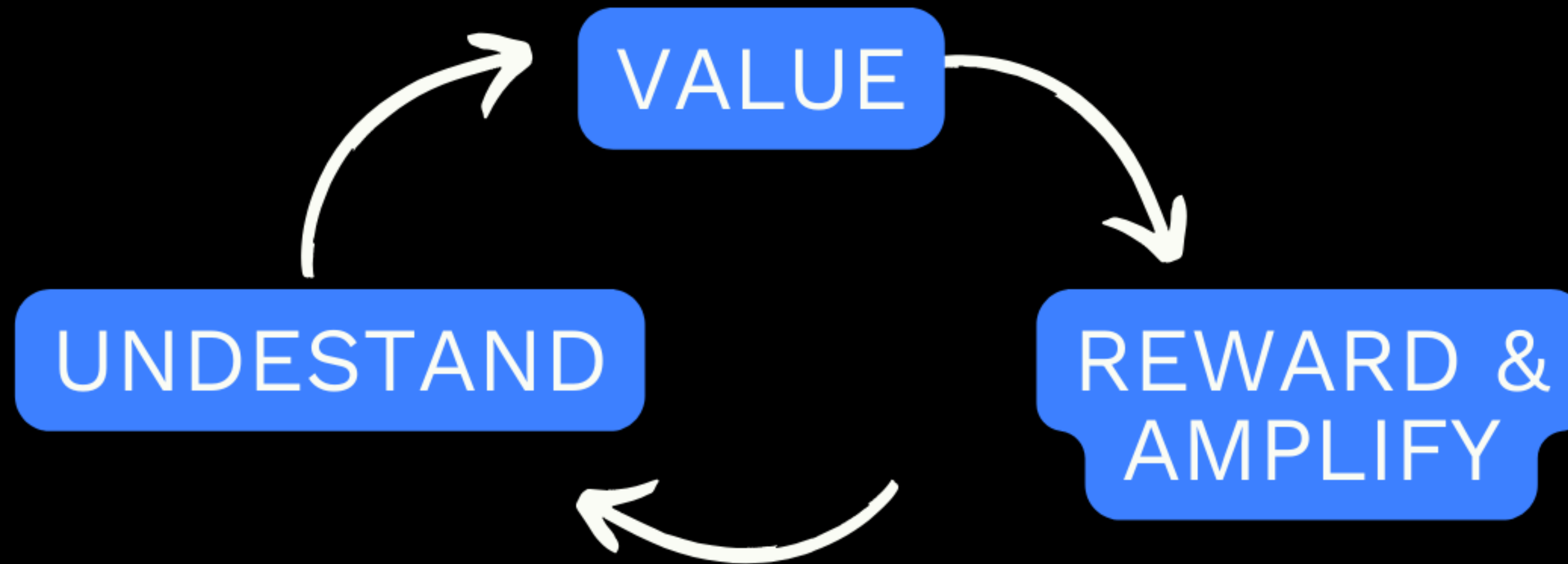
The Community Value Model



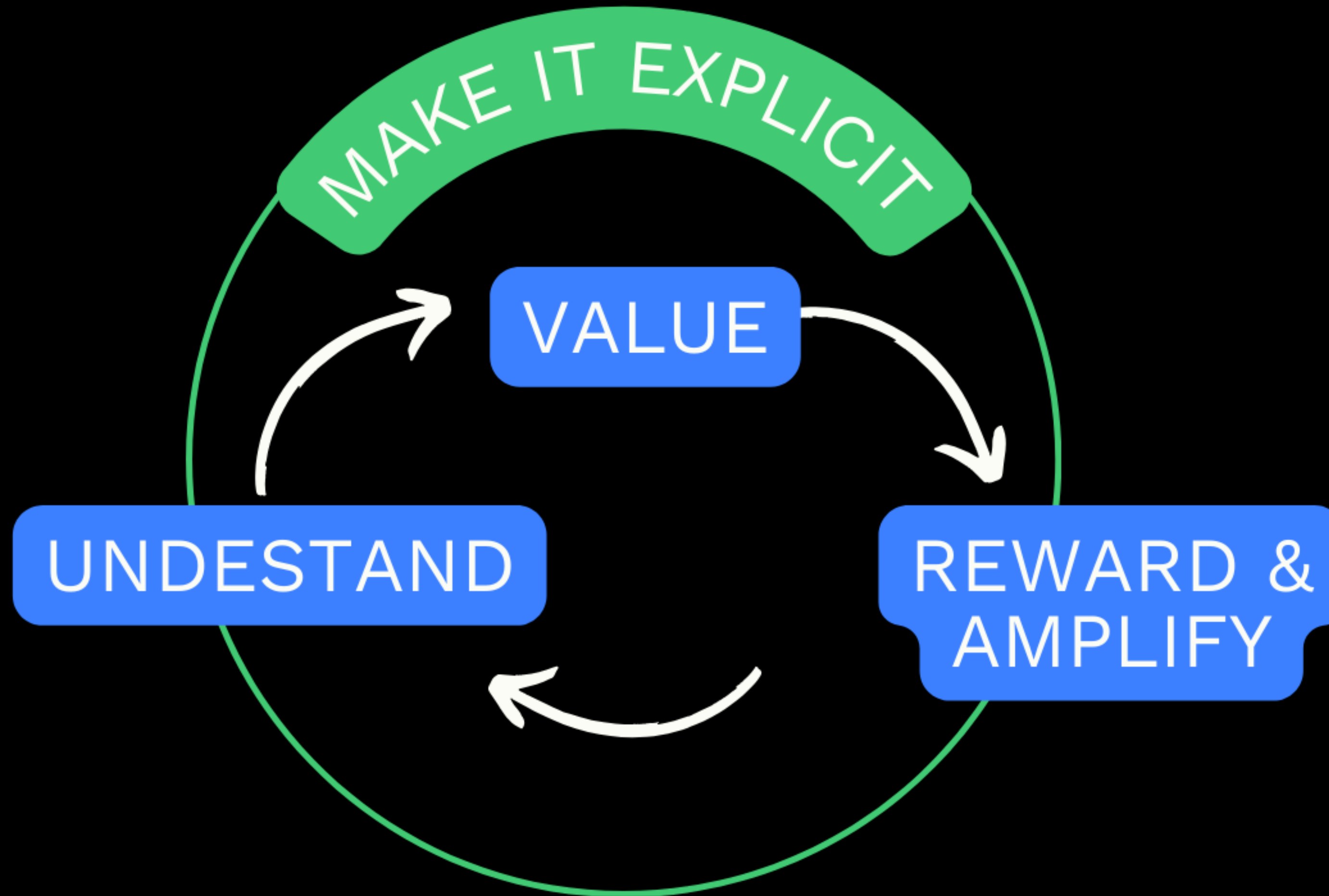
The Community Value Model



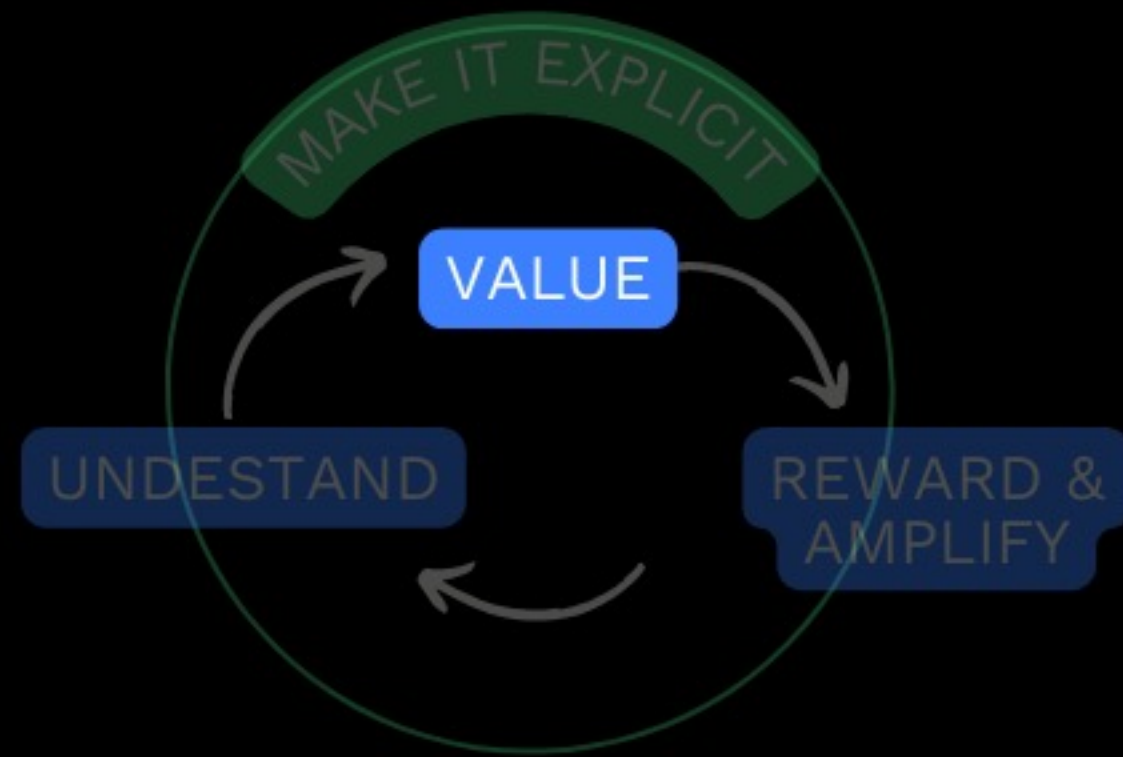
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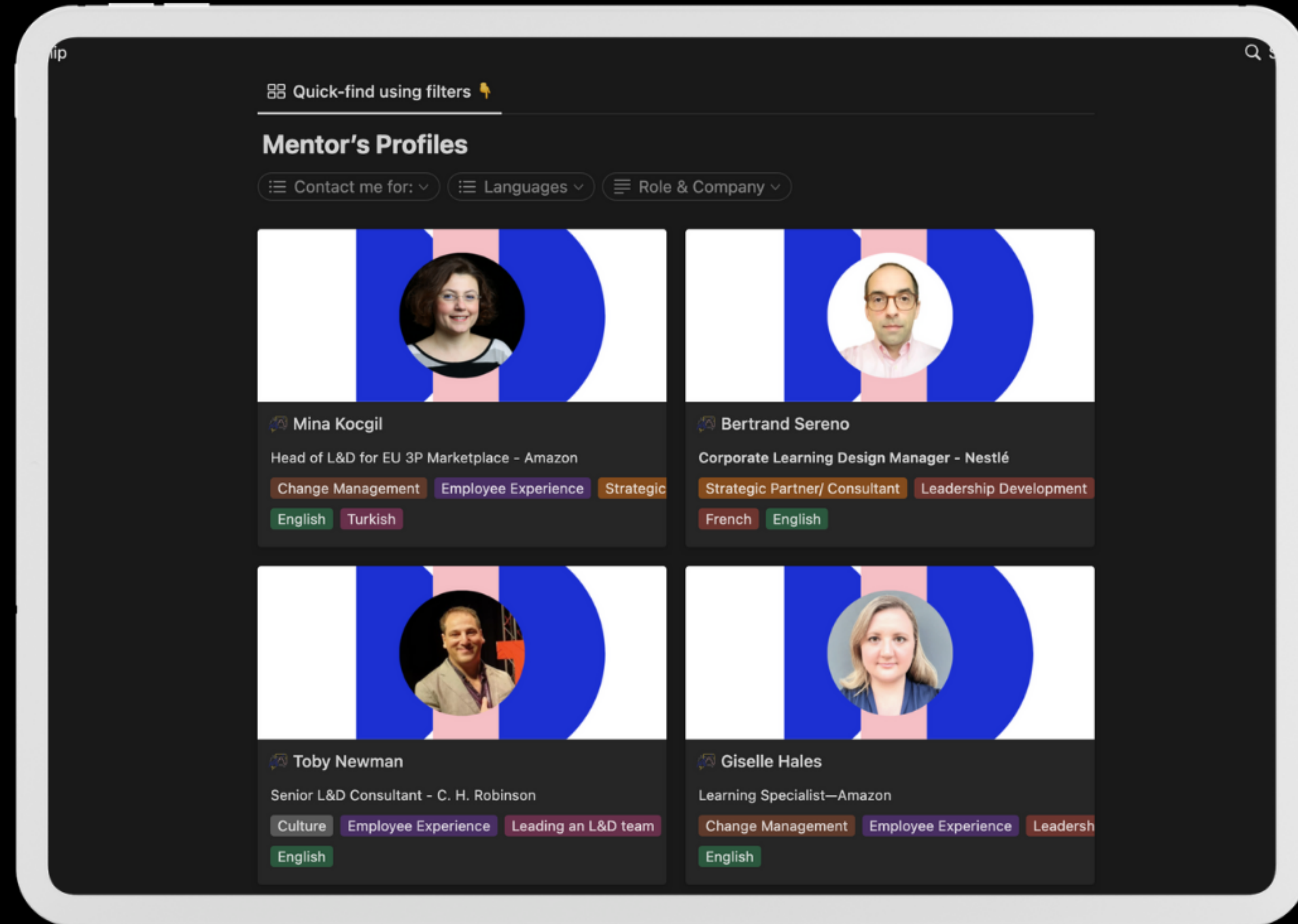
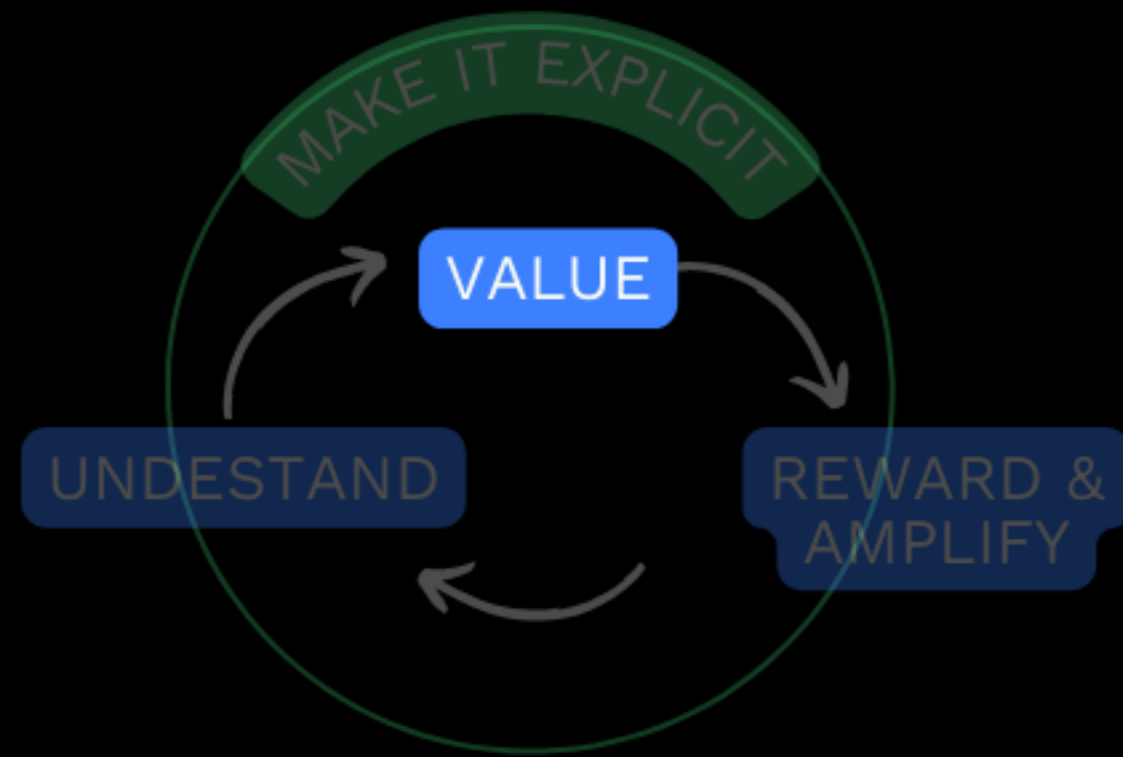


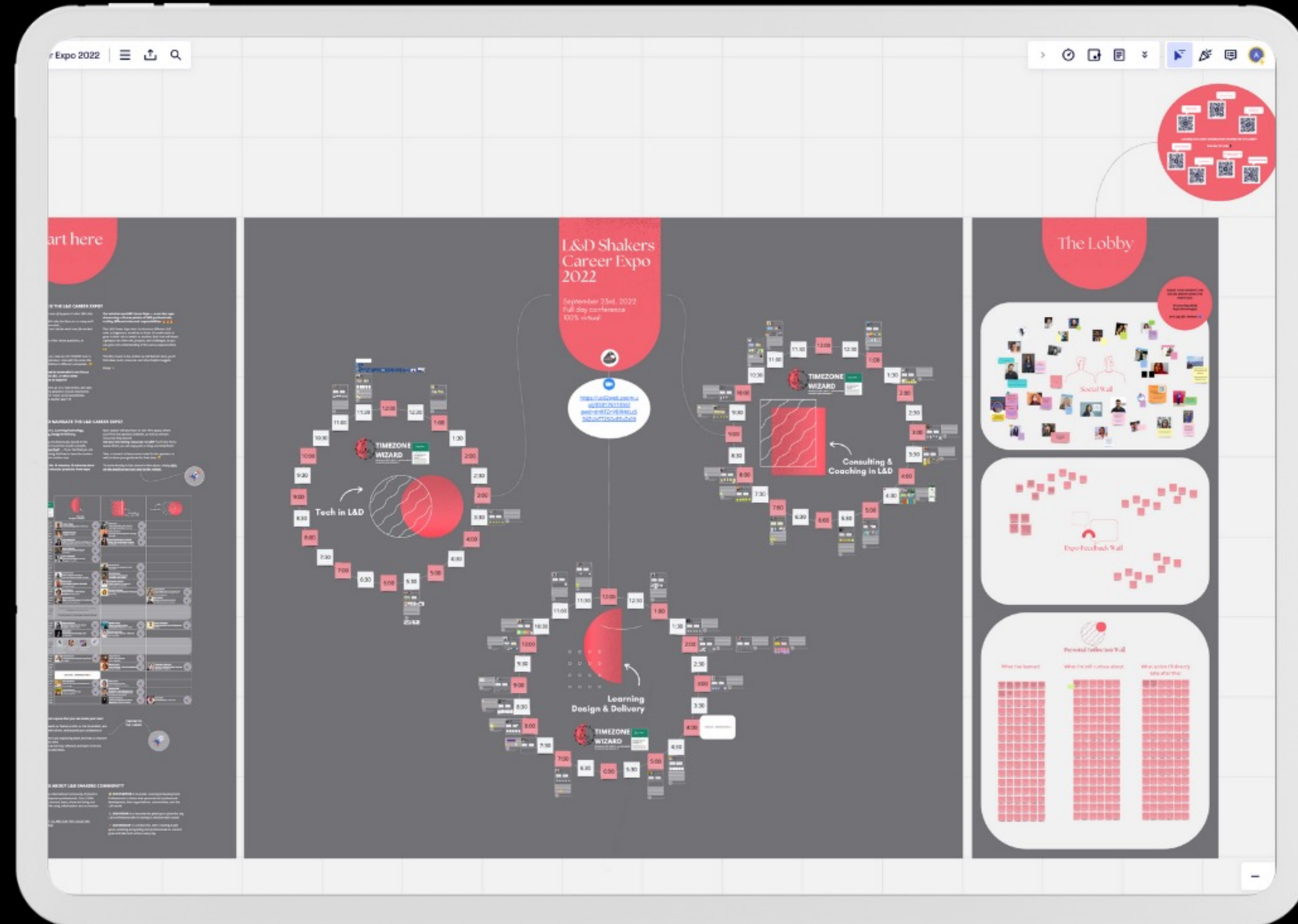
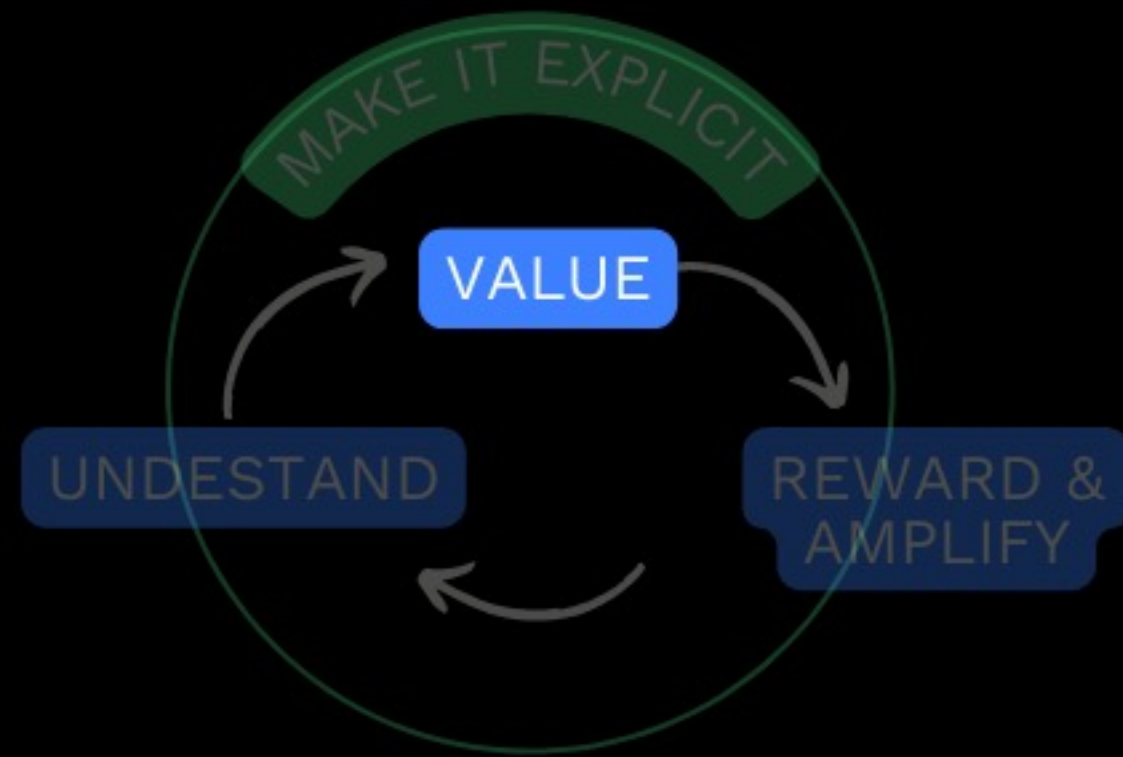
The Community Value Model



What does this look like IRL?







SYNCHRONOUS EXPERIENCE

ASYNCHRONOUS EXPERIENCE



CO-CREATE & CO-DESIGN LEARNING BY DOING

Learning Clusters

UNCONventional L&D

Learning Fest 2022

Learning Expo 2022

Creating an L&D Strategy Blueprint

SUPPORT & GUIDANCE IN THE MOMENT OF NEED

Work with a professional Coach

Find a Mentor

Asking the community to help
with a challenge & source ideas

Browse the Tools & Software
Marketplace

Browse the
Community
Resources Library

SHARING BEST PRACTICES & EXPERTISE

L&D Backstage—
Show&Tell L&D projects

ThoughtLab—
Interactive Webinar

Immersive Series—
Self-development

Book Club

Playground—
Experiment in safespace

Watching past
events recordings

Read the fortnightly newsletter

Listen to the
UNSCRIPTED Podcast

Sharing tools and resources

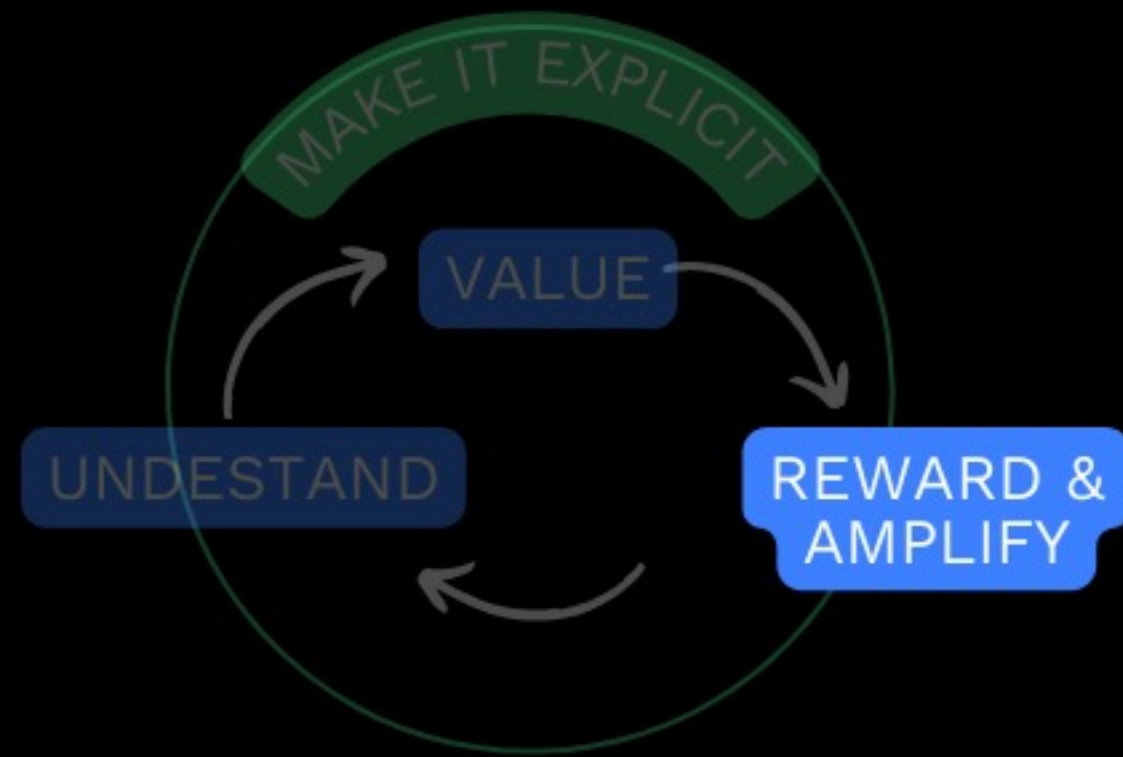
CONNECTING & EXPANDING OUR NETWORK


Local Hub in your city

Community Socialising
Sessions

1:1 Random
Virtual Coffee Chats

Connect via LinkedIn
after introductions







Coaching for L&D

Free Coaching Sessions for
Learning & Development Professionals

A project by L&D SHAKERS



£1,8

rais

by 96 sup


Give

Sha

Brendan Rice

L&D SHAKERS - Coaching for L&D

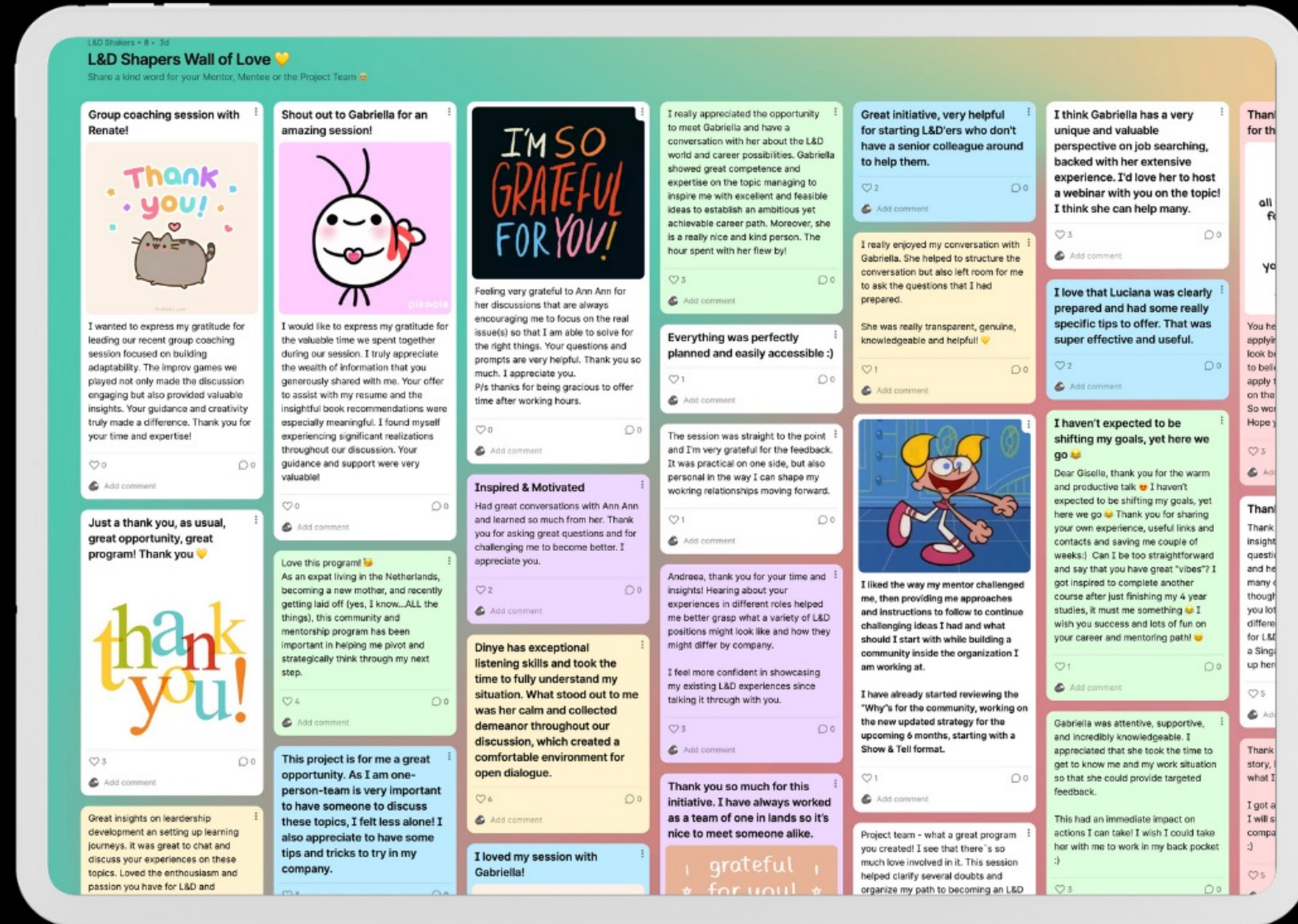
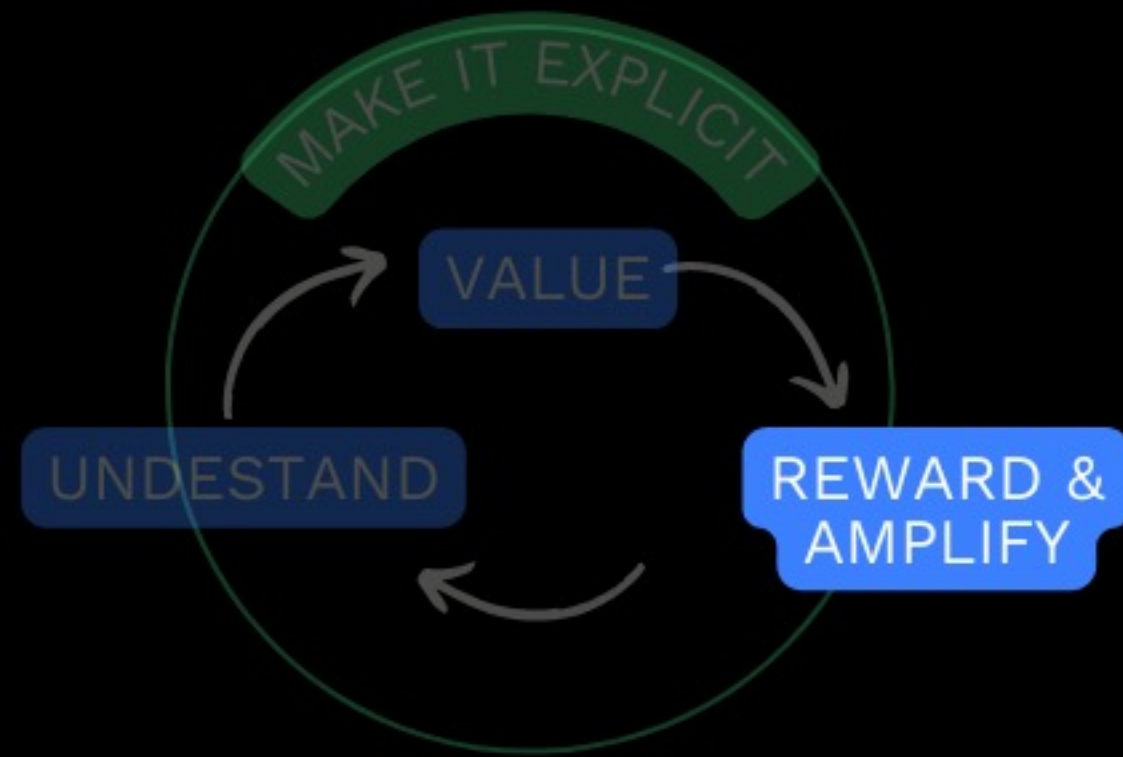
The "Coaching for L&D" project will fundraise for Save the Children because we want to be a force for doing good in the world!

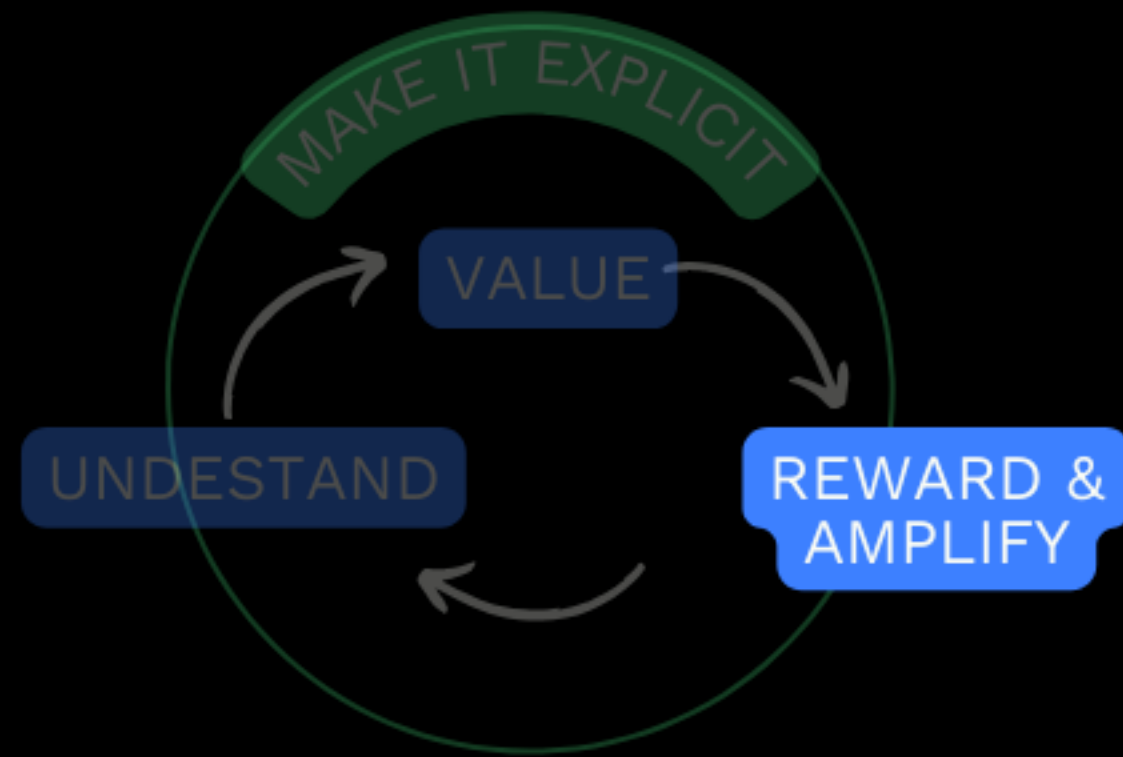


Save the
Children

Save the
We suppo
become w

Charity Reg
Wales (213)





Anamaria 5:54 PM
Wowzaaaaa, would you look at this:
Top 3 contributors just turned into Top 5! 🥰💪

In October only, we've exchanged 1,987 Slack posts and thread replies! 🔥🔥🔥
@channel

Amongst all these, five of us stood out with most conversations.

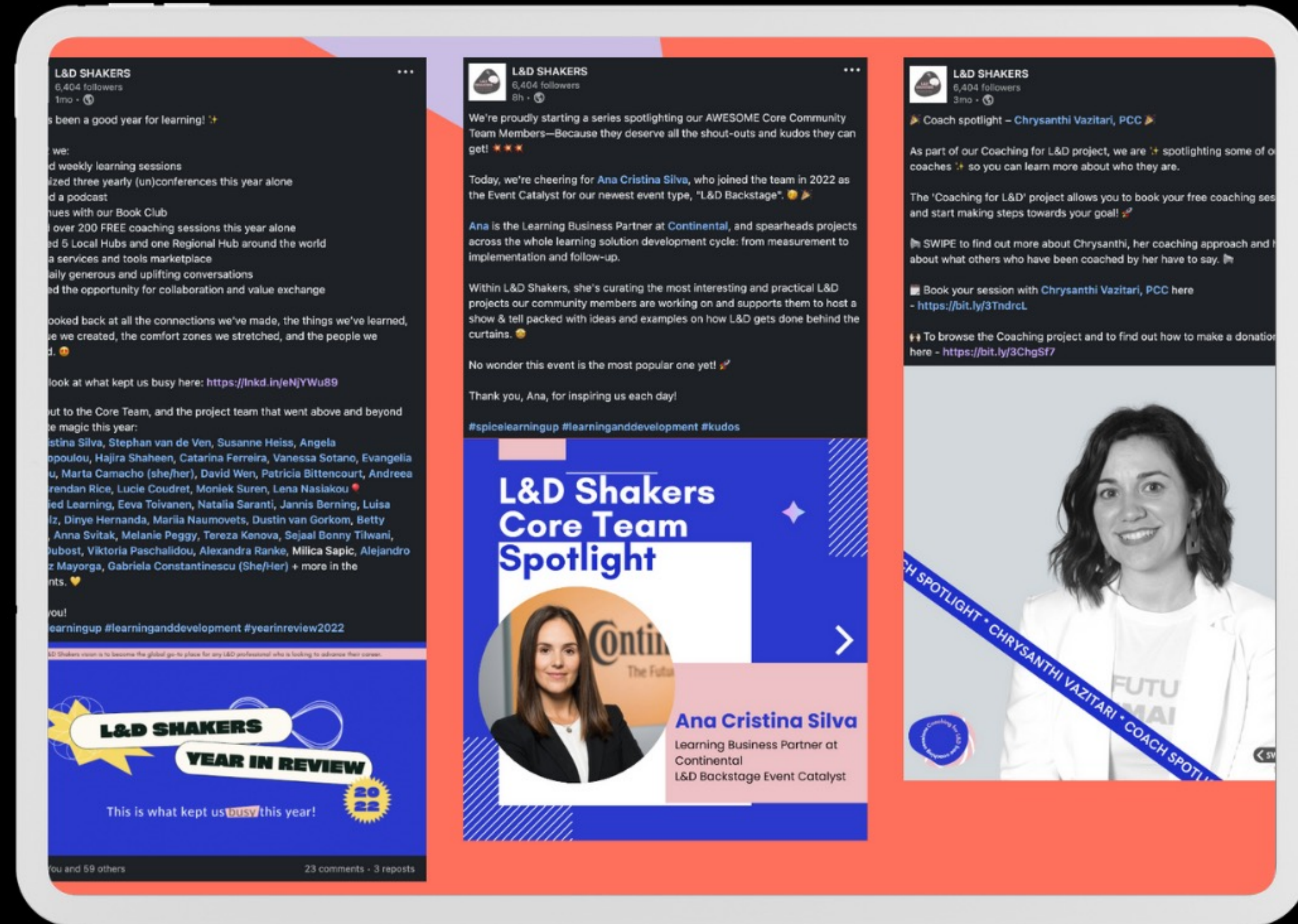
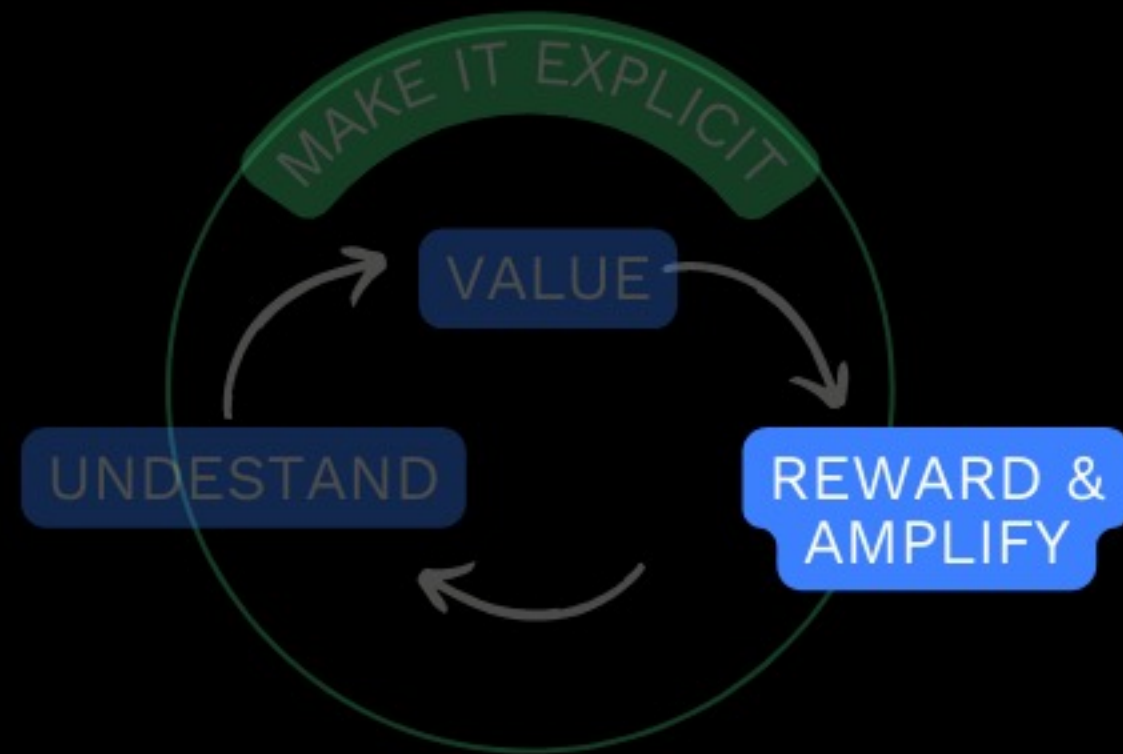
Give a big round of cheers and applause for **@Toby Newman**, **@Sam Hemingway**, **@Serena Savini**, **@Inês Carriço** and **@Stacie Swindon** for being so freaking generous with their insights, ideas, and resources (and also for asking juicy questions)!!

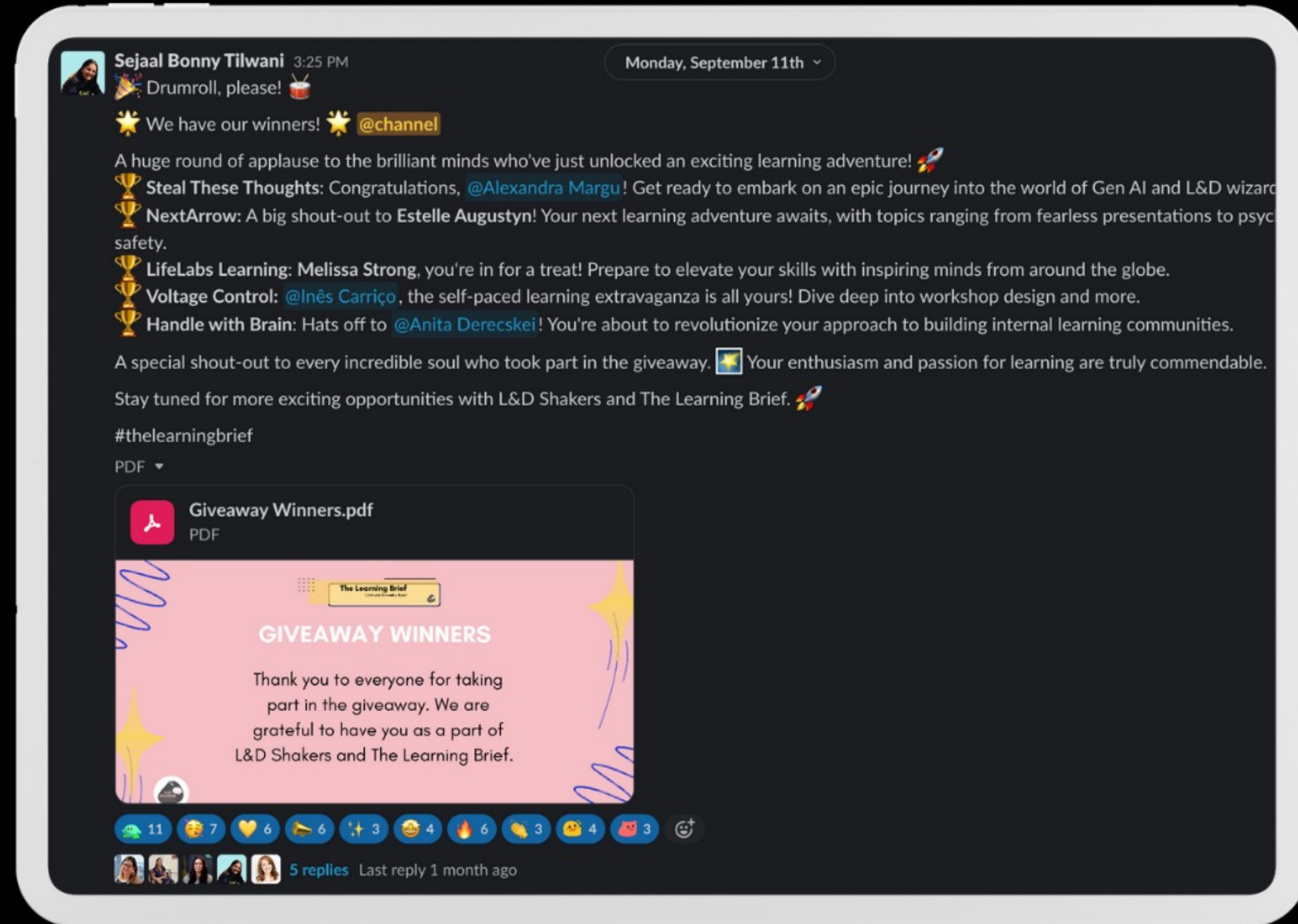
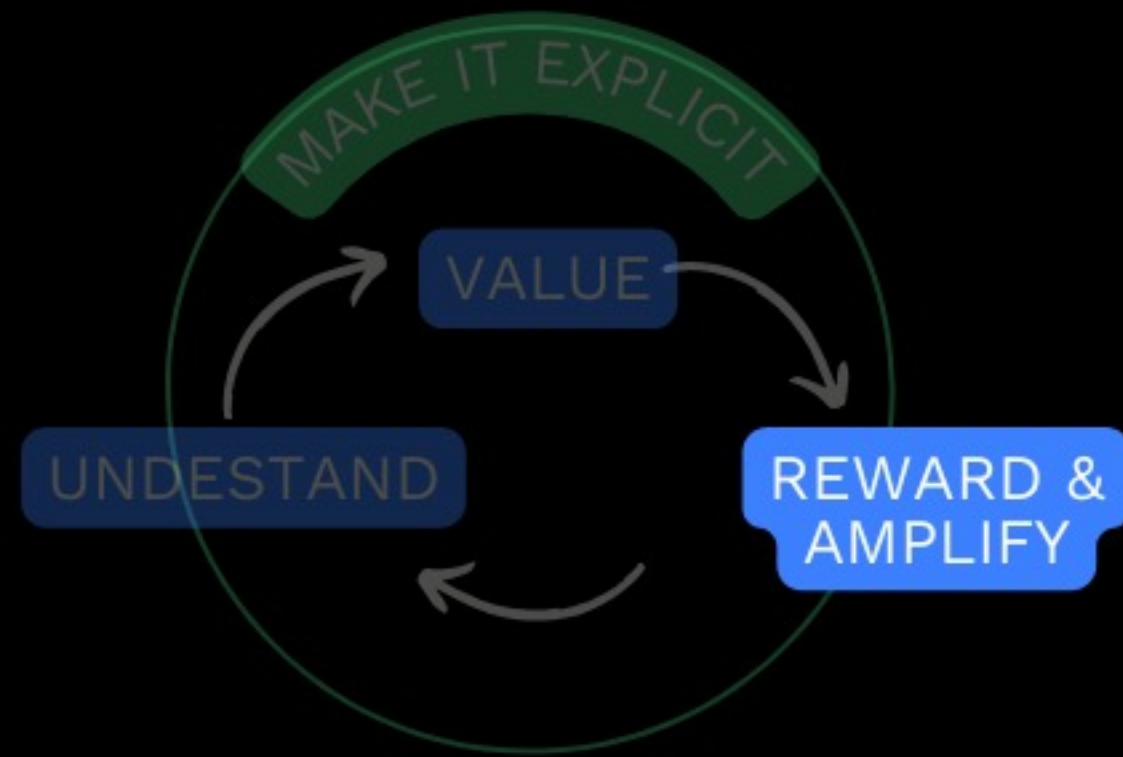
Let's shower them with love and gratitude!
🥰💖

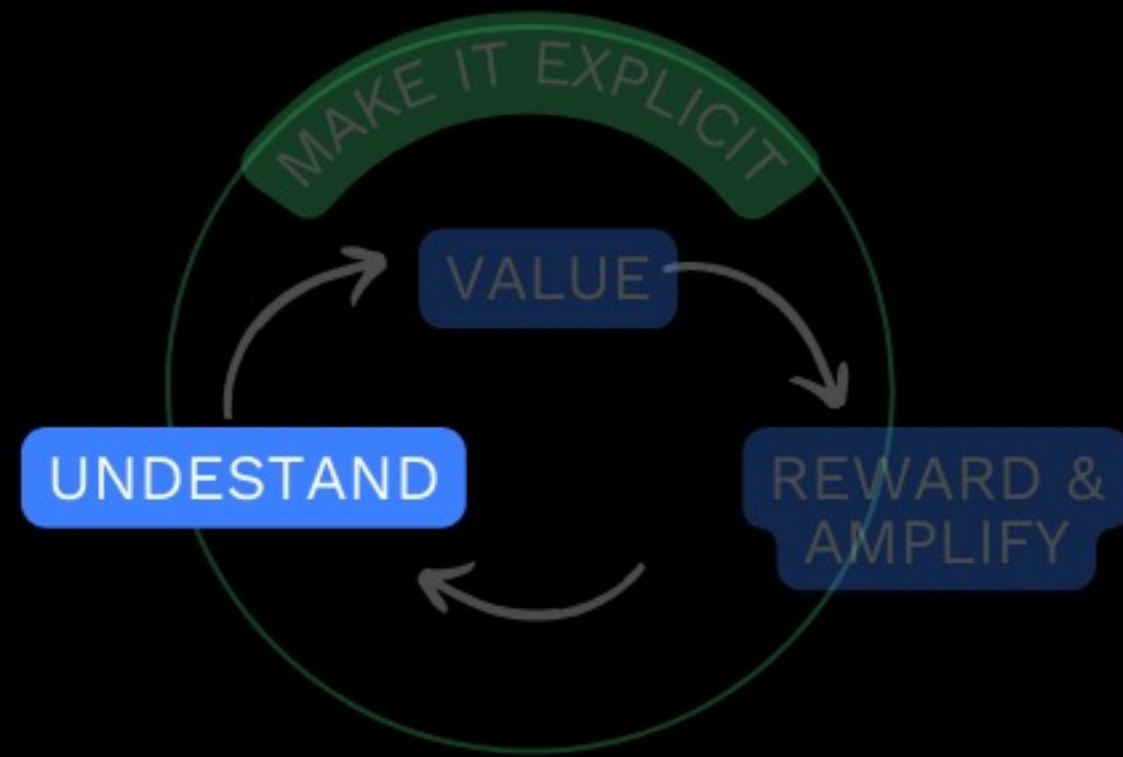
Top5 contributors October.png ▾

👏 21 🍷 22 🎉 17 🚀 5 ✨ 7 🏆 9 💪 5 🙌 12 🥰 9 🔥 1 💥 1 🌟 1 😊+

5 replies Last reply 3 days ago







Let's design this community together!

As we grow bigger, it is becoming a challenge to keep track of who our members are, what are their needs and how can the community best serve those needs.

At L&D SHAKERS we are all about give-and-take and we strongly believe that active participation will increase your learning in this space tenfolds! So help us get to know you a bit better by filling-in this short survey :)

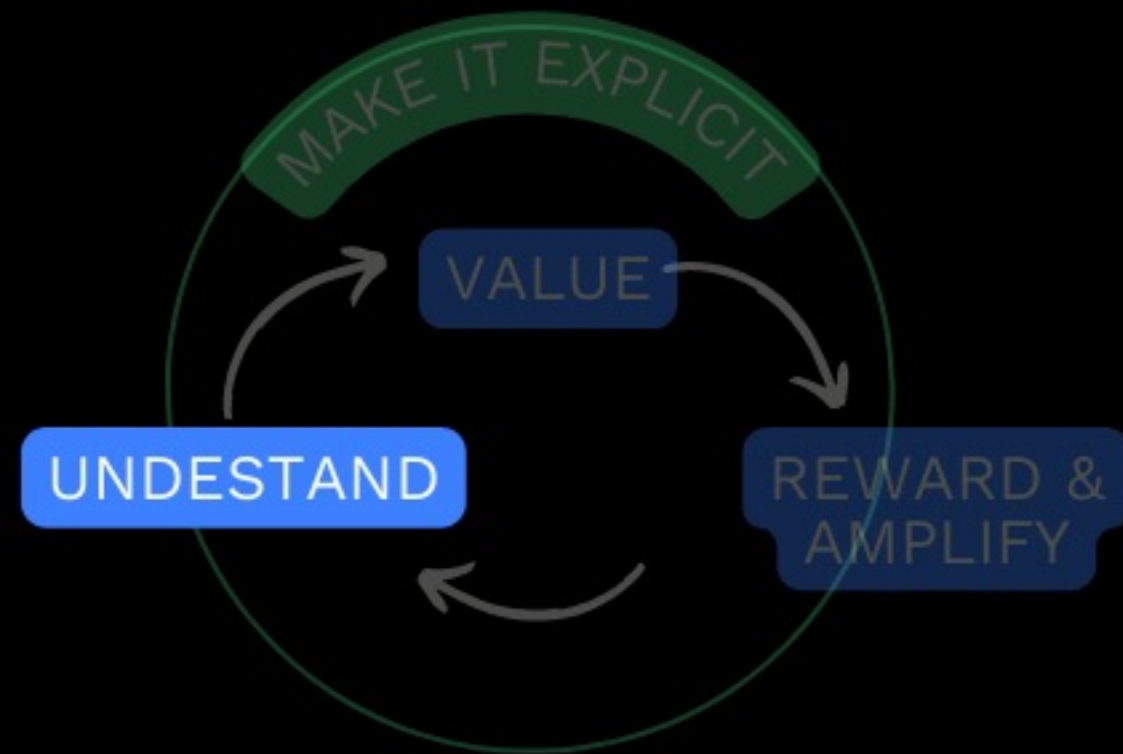
 hi.ind.shakers@gmail.com (not shared) [Switch account](#)



* Required

My name and surname is: *

Your answer



1-community-feedback ▾

Anamaria 11:07 AM December 19th, 2022 ▾

Can y'all believe we've only got 2 weeks left before starting a new year? 🥳

The lucky ones are already in holiday mode—enjoy slowing down and spending magical moments with your dear ones. ✨

If you are still battling your way through last-minute deadlines, I see you! 😊

Either way, if you could spare 5 minutes of your time before the year's end, to share any feedback you have for the Core Community Team, we'll be grateful! @channel

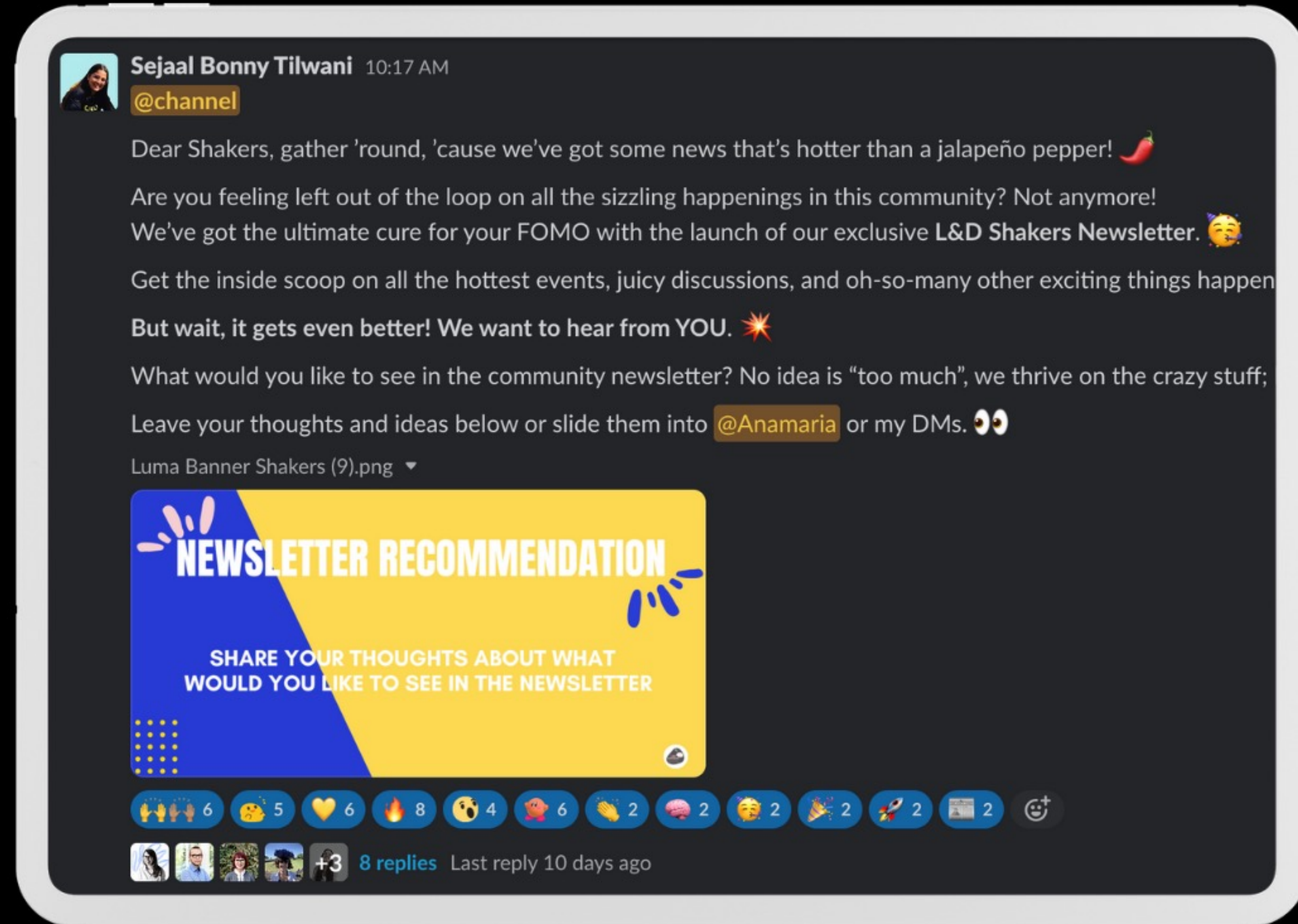
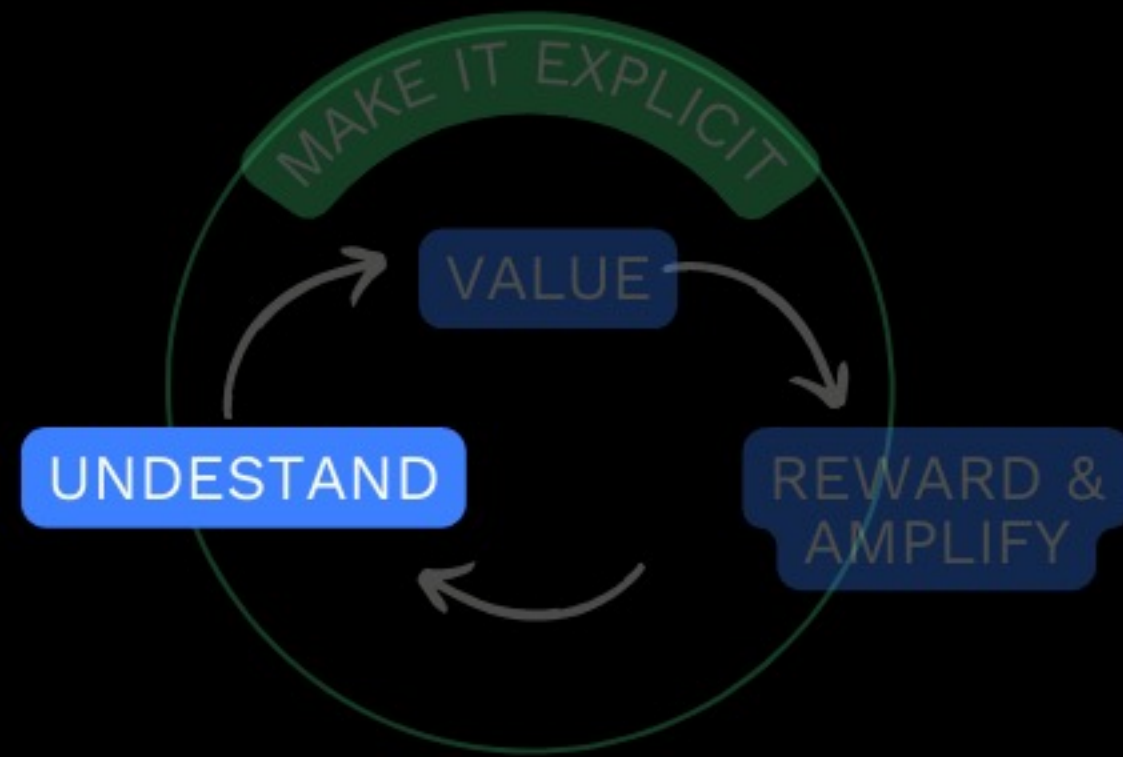
We steered away from lengthy surveys, and I am grateful that the wonderful @Theo Negrea has this great idea of capturing anonymous feedback in MURAL.

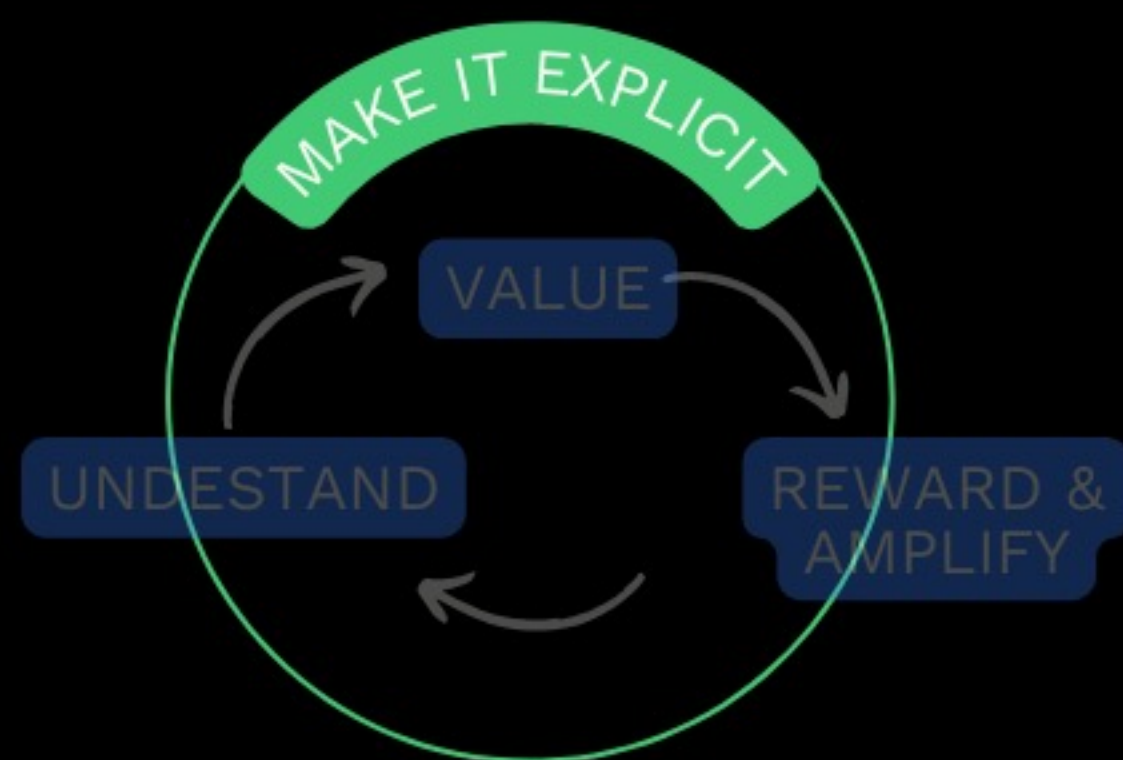
How does it work? Easy!

- 1 Open [this link](#) and enter as a visitor.
- 2 Use the colored stickies to leave feedback about anything related to the community (events, conferences, resources, projects, podcast, Slack, LinkedIn, processes, etc.)
 - Things you liked and appreciated
 - Things that we could improve around here
 - A wishlist of what you'd love to see us collectively create in 2023
- 3 Drag and drop them to the right side. Although you can see what you typed, no one else can until December 31st. (You'll notice a small black dot icon on the bottom right corner of the sticky note that indicates "private mode"). You decide if you wanna leave your name behind or not.

Thank you for taking the time to share your thoughts! 🥰

Community Feedback.png ▾

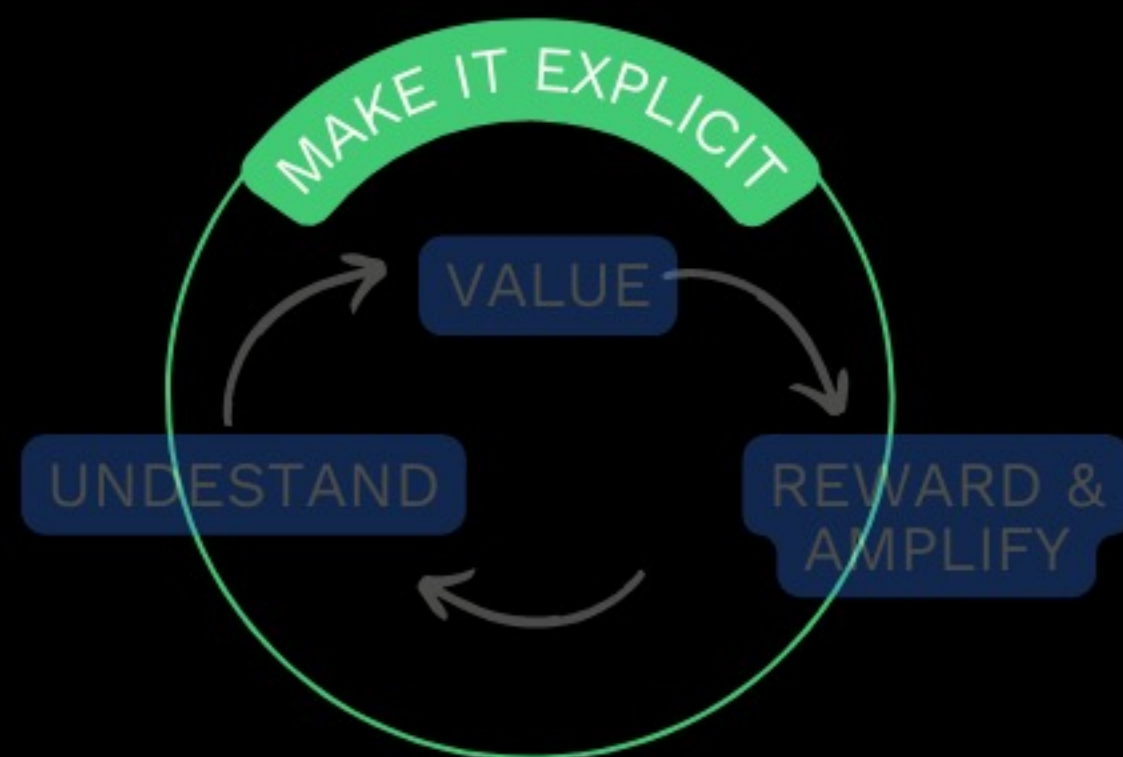


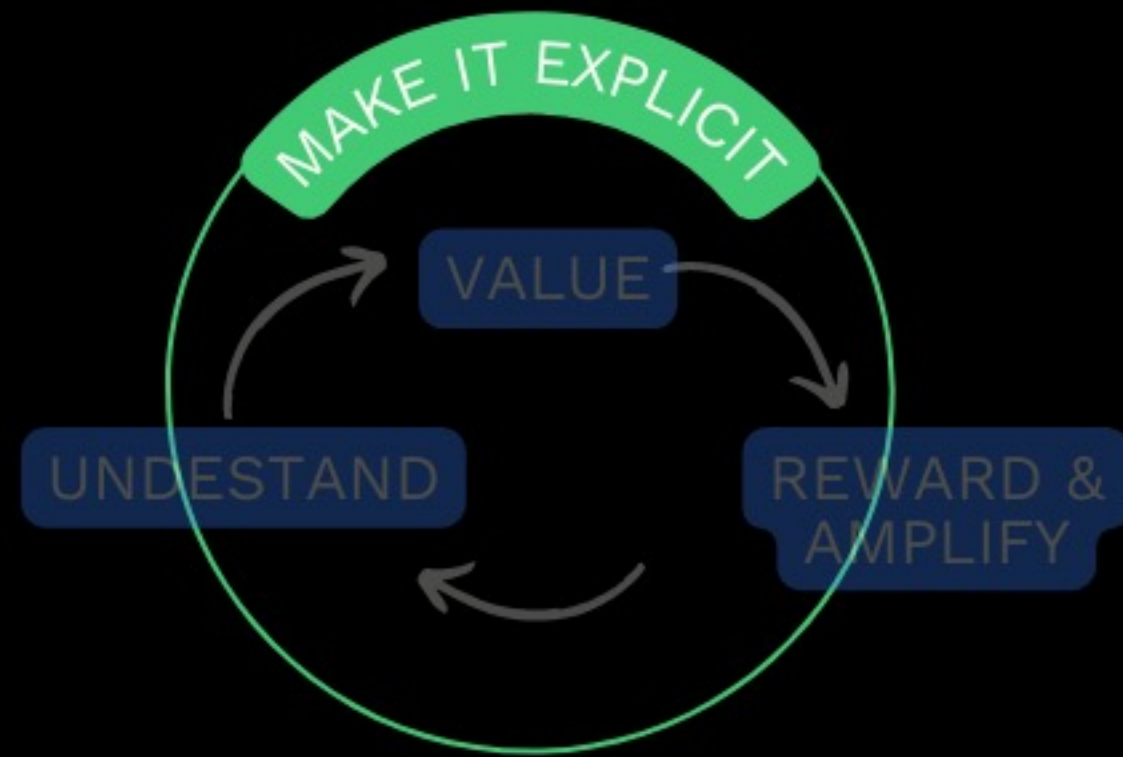


I hope you will make this space your own learning playground: meet people, ask questions, contribute ideas and resources, join events, host events, and run your own projects - the sky is the limit! 🚀

Cheers,
Anamaria







⋮ These sessions are brought to you by community experts or by our guests. If you were to teach others something, what would it be? Don't wait any longer - get in touch with Stephan and facilitate a session!

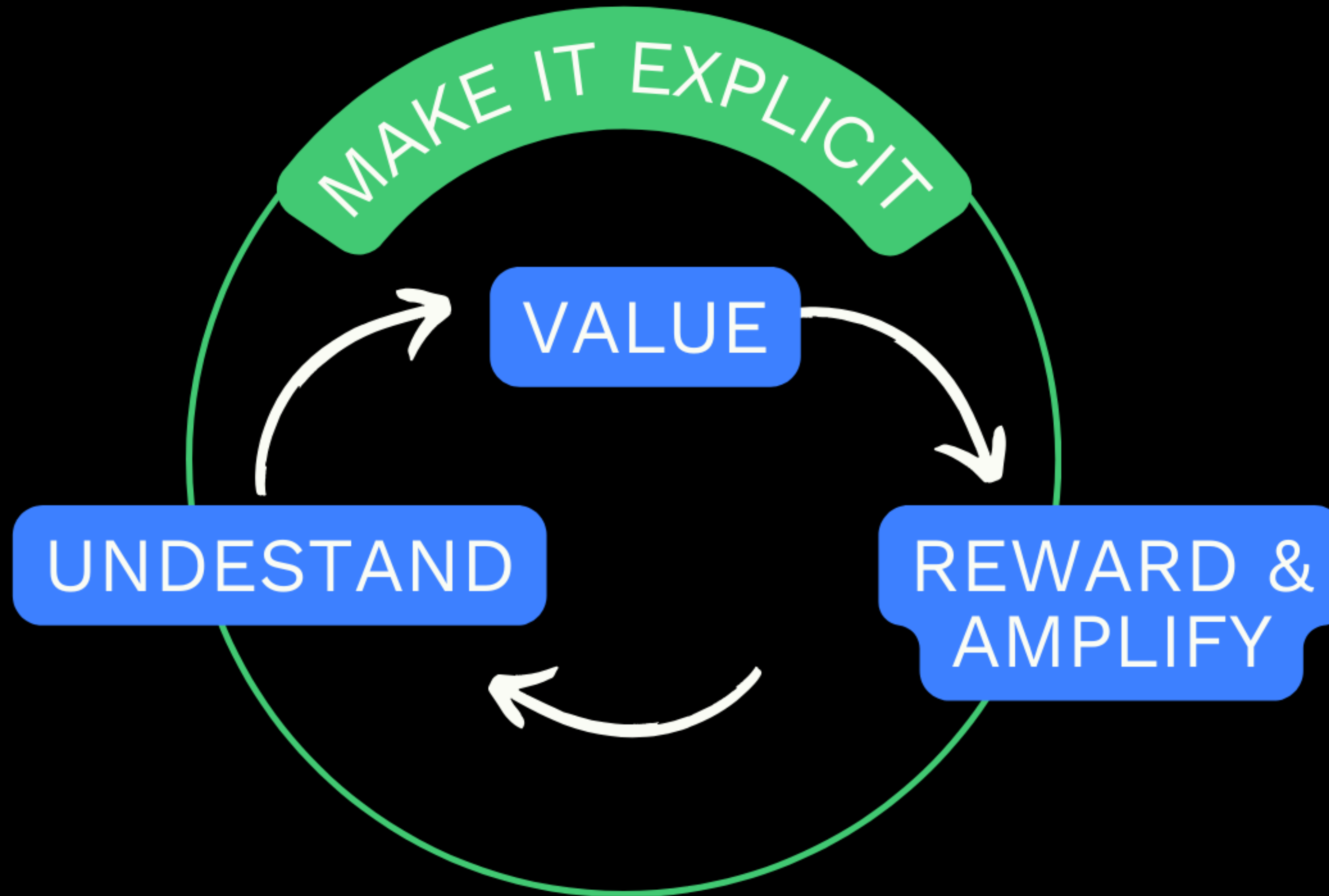
Event format:

- ◆ Facilitated by an L&D professional
- ◆ Showcase a relevant topic or show how the L&D looks like in your company.
- ◆ Interactive webinar or workshop
- ◆ Maximum 1.5h duration

Contact Stephan if you want to host the next one:



The Community Value Model





In a wicked world, relying upon experience from a single domain is not only limiting, it can be disastrous.

David Epstein Range in “Why Generalists Triumph in a Specialized World”




In a wicked world, relying upon experience from a single **brain is not only limiting, it can be disastrous.**

David Epstein Range in “Why Generalists Triumph in a Specialized World”

Thank you!



[in/anamariadorgo/](#)



How to surface and grow know-how within enterprise value streams

Manuela Corradi

Organizational Consultant and Business Coach

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Introduction

In analyzing and building work practices and a host environment (CoP) there is a need to look at and empower the entire ecosystem. Not only workers, teams and business departments, but also culture, technologies and various artifacts play their role in knowledge sharing.



Practice-based design Approach

The Practice-based Studies approach can be a valuable framework for studying and facilitating communities of practice more deeply and effectively. It allows us to focus on actual practice, situated learning, and the importance of culture and identity within these communities through recognition of the active tool of artifacts. Indeed, we talk about technology in use or rather, Technology in Practice.



Other perspectives of understanding tech in CoPs

Learning	→	invitation to consider data as being part of a process by which an individual acquires new information, skills, competencies, or understanding
Knowledge	→	invitation to look at information in general as an object in its own right and pre-existing that needs to be "put into Practice" and shared in a context
Knowing-in-practice	→	<p>Invitation to look at technology as social practice and work practice (thus an active element in Communities of Practice):</p> <ul style="list-style-type: none">- implies participation in things, facts, and organizational rules, to make them our own and include them in our changing daily organizational actions.



Challenges

> MANAGEMENT COACHING: **Coaching is the art of facilitating the learning, performance and development of others (Myles Downey)**; systemic team leadership coaching can help in co-creating an agile mindset (from doing to being) and creative and innovative culture among members (human and non human) of the organization.

> Useful SOCIO-TECHNICAL APPROACHES: STS (Science, Technology and Society), ANT (Actor–Network Theory), CSCW (Computer-Supported Cooperative Work & Social Computing)



Read more

PRACTICE-BASED DESIGN:

- Suchman Lucy (2002) Practice-based design of information systems : notes from the hyperdeveloped world. The Information Society.

SOCIOLOGY OF INNOVATION:


- Michael Twum-Darko & Lee-Anne Lesley Harker (2017). "[Understanding Knowledge Sharing in an Organization: A Perspective of Actor-Network Theory](#)," International Journal of Knowledge Management (IJKM).
- Latour Bruno (1992) 'Where are the missing masses? The sociology of a few mundane artifacts.
- European Association for the Study of Science and Technology

Join us!



Download PPT





Language Learning for the Workplace – Is Informal Learning the New Reality?

Evan Frendo
www.e4b.de



English as a workplace lingua franca

- Not everybody is university educated.
- Not everybody has good English competence.
- But they still have to communicate!



English as a workplace lingua franca

“conformity with standard English is seen as a fairly irrelevant concept”

“I don’t actually care whether something is correct or incorrect. As long as the meaning is not distorted” (p. 418)

Ehrenreich, S. (2010). English as a business lingua franca in a German multinational corporation: Meeting the challenge. *Journal of Business Communication*, 47(4), 408–431.

Language learning over the years

Formal

Informal

Formal

Informal

Informal learning

coaching from peers

advertising

microlearning

films, songs

learning on the job

social networks

translation apps

games

social media

travel



Global maritime leadership course

- 40 officers from APEC economies
- Mixed ability
- Navigation and Engineering
- Wide range of native speakers
- Focus on intercultural communication strategies (not language)



Global maritime leadership course

- 40 officers from APEC economies
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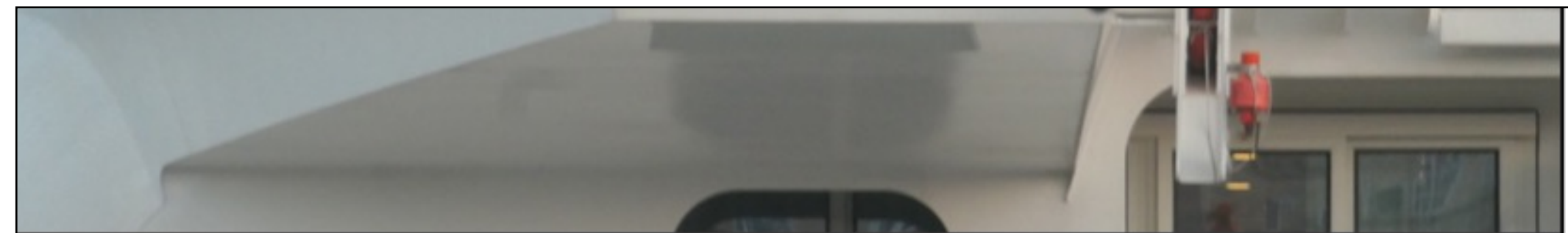


So what else did they do?

- Watchkeeping
- Engine room training
- Leadership training
- Risk assessment
- Maritime law
- Ship handling
- Navigation
- Emergency drills
- Toolbox meetings
- Mental health training



**All opportunities for
informal language
learning!**



What is the best way to improve your maritime English communication skills?

- On the job learning
- Classroom training
- Coach / teacher
- Peers
- Microlearning
- Social media
- Writing emails
- Other

Discuss with a partner



What is the best way to improve your maritime English communication skills?

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- Other

Discuss with a partner



What I observed

- Rich learning environment
- Relevance to workplace
- No language feedback
- No measurement of outcomes
- Self-directed learning
- Additional benefits
 - Native speakers interact with non-native speakers – both sides learn about communication from each other
 - Reduced strain on company training resources (e.g. time / costs)




Workplace learning

“Learning ... seems to happen most effectively in business “communities of practice” rather than in traditional English training”

Ehrenreich, S. (2010). English as a lingua franca in a German multinational corporation: meeting the challenge. *Journal of Business Communication*, 47(4), 408-443.

“I illustrated how heavily their learning was sourced from their own experience of using English at work, rather than from a systematic study of English.”

Takino, M. (2019). Becoming BELF users: the learning process of business users of English and its conceptualization. *Journal of English as a lingua franca*, 8(2), 235–267.



Language Learning for the Workplace – Is Informal Learning the New Reality?

Evan Frendo
www.e4b.de

Takeaways

- Our understanding of what makes English as a workplace lingua franca successful has changed.
- Language learning is becoming much more informal.
- Communities of practice can facilitate informal learning.