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| **Learning** that contributes to ongoing improvement and expansion in employee and company operations and outcomes |
| Managing own learning |
| Contributing to the learning community at the workplace |
| Using a range of mediums to learn – mentoring, peer support, networking, IT and courses |
| Applying learning to technical issues (e.g. learning about products) and people issues (e.g. interpersonal and cultural aspects of work) |
| Having enthusiasm for ongoing learning |
| Being willing to learn in any setting – on and off the job |
| Being open to new ideas and techniques |
| Being prepared to invest time and effort in learning new skills |
| Acknowledging the need to learn in order to accommodate change |

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