

# Managing Learning at the Frontline

## The Role Australia's Frontline Managers Play in Leading Learning

### Seminar Synopsis

Reference to learning at work has become significantly broader in recent times, and yet evidence suggests that for many organisations learning at work, still, rather narrowly refers to attendance at training events. Despite this considered expansion, considerably less attention has been given to the role that managers play in aiding employee learning at work. Organisations need to consider how they might establish an effective and continuous learning culture, as well as the role managers will play in demonstrating a lead learning capability.

The purpose of this seminar is in the presentation of the data collected as part of this doctoral study conducted at the University of Melbourne. This research has looked at the extent to which, and the ways in which, managers at the frontline promote and facilitate learning at work.

### Seminar Content

This research project has focussed on the activities managers at the frontline engage their employees in to help on workplace learning and employee / worker / individual learning.

The seminar will address:

- What changes have occurred in the fields of Human Resource Management (HRM) and Human Resource Development (HRD) towards affecting a shift regarding the responsibilities of employee learning to managers?
- How is the role of Australia's managers changing and what is the character of this change?
- What constitutes a site for learning and how can learning at work be better facilitated?
- What role do managers play in taking the lead for learning at work?

The study looked at the support for workplace learning provided by frontline managers. Specifically, the study addressed the role of the frontline manager in helping on-the-job learning and their contribution to learning leadership.

### Seminar Benefits

The benefits of attending the seminar are:

- Greater understanding of how organisations might recruit and develop frontline managers.
- Improve the capacity of frontline managers to engage with their employees / team members regarding learning.
- Improve frontline management learning interventions.
- Increase the profile and importance of learning within your own workplace.
- Ensure that frontline managers understand the impact and importance of assisting learning as part of their role.

### The Presenter

Jay Cohen is a Learning and Organisational Development expert. He has worked in large global organisations within Human Resource departments and training consulting firms for over 15 years.

Jay's vast experience in both leadership development and Human Resource Management enables him to deliver focused, measurable HR solutions. He has a warm approach, exceptional facilitation and communication skills and an outstanding ability to motivate and inspire people. Jay's flexible and professional approach, coupled with a sound business sense, assures business directed outcomes.

Jay's passion for learning led him to complete a research based Masters degree in Education on Management and Leadership Development and Transfer of Learning and a Doctor of Education research degree on Leading Learning at Work (the role managers' play in leading learning at work). As a result of this research, Jay now teaches part-time at the University of Melbourne. Jay has the following qualifications:

- Doctor of Education – University of Melbourne
- Masters of Education and Training - University of Melbourne
- Post Graduate Diploma - Vocational Education and Training - University of Melbourne
- Bachelor of Education - RMIT
- Certificate IV Trainer and Assessment
- Diploma in Training and Assessment Systems
- Diploma in Training and Development Management
- MBTI Accredited

### Duration

1.5 hours



*dynamic solutions in training, learning and development*