CHANGE MANAGEMENT THROUGH TRAINING
METHODS OF TUTORING AND MENTORING
A. Ottaiano, T. Carrino - ISTAT
Learning in the knowledge society

- The main asset in an organisation: the knowledge workers
- To manage processes of knowledge building and knowledge sharing
- To set up new learning systems
Work as a learning environment

- Learning from the workplace
- Working and learning take place at the same time
Learning? It’s up to me

New agreement between organization and employee:

- from a parental relationship to an adult one
- from consumer to prosumer
- to get motivated, to be able to motivate
Setting up an environment to involve people

Active methods and new techniques to promote cooperative learning and its transformation in organisational knowledge
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TOWARDS A LEARNING ENVIRONMENT

HOW

WHY

Tutoring

Mentoring

CONTACT
Reorganization process

staff facing new tasks in a new organisation
Skills gap recognition

aimed at detecting the skills gaps and highlighting the missing ones
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HOW

WHY

Tutoring

Mentoring

CONTACT

Istat
Various training methodologies

HOW?

- Traditional training
- E-learning
- Webinar
- Mentoring
- Tutoring
TUTORING

small groups (4-5 people)

transfer of technical-operational skills

High level of personalization of interventions
OUR EXPERIENCE: TUTORING ON ADMINISTRATIVE TASKS

- Test about basic skills
- 4 meetings of 45' + 30' of practical exercises
- Forum and video-lessons supporting the learning process
- Final assessment
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MENTORING

Methodology for sharing skills, knowledge and experience

whole segment of activity

between different generations
OUR EXPERIENCE: MENTORING ON RETIREMENT SYSTEM

Aim
Transferring experience and knowledge to an unexperienced colleague

Learning process
Informal meetings between mentor and mentee

Time
18 months

Outcome
To have a skilled resource on a whole segment of activity
BENEFITS

- assure the quality of knowledge transfer and the achievement of the objective
- support the transition optimizing the resources
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