

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 motivate, 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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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?

Various training methodologies

Traditional training

E-learning

Webinar

Mentoring

Tutoring



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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

OUTCOME



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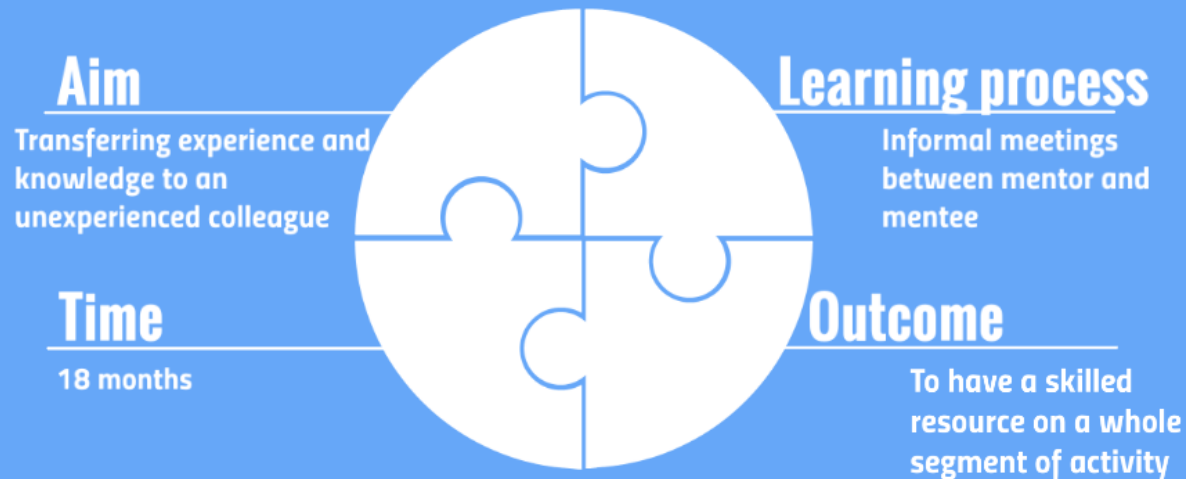


MENTORING



between different generations

OUR EXPERIENCE: MENTORING ON RETIREMENT SYSTEM



BENEFITS

**assure the quality of
knowledge transfer and the
achievement of the
objective**

**support the transition
optimizing the resources**

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ottaiano@istat.it

carrino@istat.it

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