

EPALE UK – Adult Learning in the Workplace

A holistic approach to skills sharing

Providing your employees with a holistic understanding of the company and encouraging them to take an active interest in the work of other departments can improve productivity and support the establishment of strong working relationships. There are many ways to develop a skills-sharing culture in the workplace, but beginning by introducing job shadowing, department training sessions and skills set organigrams can get you off to a great start!



Department training sessions often focus on specific information or skills. A team from one department organises a meeting or workshop and delivers a session that helps the other team to acquire new knowledge. These could be individual one-off sessions, or a series that provides greater detail. Another option is to have one member from each department attend a session and then feed back to their wider team.



A great option for skills-sharing is to have staff shadow their colleagues in other departments. They can learn about the roles and responsibilities of the department, workloads, essential skills and how it fits into the company as a whole. This is also ideal for anyone who wants to build new skills in a particular area and hasn't had much exposure. Job shadowing can help to improve communication, as colleagues will leave the sessions with a greater appreciation of the challenges faced by other departments.



Organigrams don't just allow staff to see who works in each department, they can also help signpost people towards the correct person to talk to when they want to develop specific skills. Organigrams should show how who works in each department, their title and line management, but they can be developed further to show specific skills sets that people have, any 'expert' knowledge they have and training sessions that they hold. Make your organigram easy to understand and easy to find.