

# Competency: Learning and Researching

## Activity 1

When required to make a complex decision, list what critical information you need. Identify what you have and what is still missing. Don't just rely on one source for your information but identify a range of reliable sources. Check information from different sources for inconsistencies. Check with sources of conflicting information and ask them to confirm how reliable it is. Examine inconsistent information to identify its relevance and degree of impact to help you decide whether to take it into account in your decision-making process.

## Activity 2

Establish subject matter expert discussion groups at work, where relevant and topical issues are reviewed and discussed monthly or quarterly.

## Activity 3

Involve yourself in a variety of unfamiliar debates. Clarify the issue before starting your response. Focus your comments on the critical areas. Remain active in debate even if not an expert. Summarize complex problems. Take a risk by commenting on an area outside your comfort zone.

## Activity 4

Learn how to skim documents quickly to extract key information. Whenever you come across new information, practice making relevant notes that will help you to remember key points.

## Activity 5

Consider your approach to knowledge management within your department. Identify other departments in your organization that have well-developed systems to capture, retain and share knowledge within the group. Can you learn from the other departments? Can you tailor their practices and implement them within your department?

## Results: