

## Impact Challenges Knowledge Retention and Experiential Learning

### Train, Retain, Apply, Adapt



In a rapidly changing, complex world, people need to continuously evolve their skills and knowledge to meet new workplace challenges.

Competency based training aims to equip people with the skills and knowledge needed for effective performance in the workplace. Increasingly, that performance requires a synthesis of previous training and experience and continuous experiential learning.

While there is a growing recognition of the need to combine traditional structured training programs with on-the-job learning, a gap remains between the development of skills that support historical work contexts and the dynamic and emergent requirements of today's work environment.

In order to close this gap, learning systems must be redesigned to improve the link between formal training programs which develop core skills and the on-going application of those skills across a range of work settings. By regularly applying skills in a variety of work situations, people improve knowledge retention and, more importantly, evolve those skills through a process of continuous adaptation.

Impact Challenges offer a supplemental form of training in which individual stakeholders or small teams are given regular, small, challenges relevant to their roles which they can respond to in their own time. The challenges stimulate resilient thinking and by sharing responses with peers, allow a continuous assessment of capability and knowledge transfer.

### Resilience and Adaptation

Research shows that regular practice of small, self directed, exercises can lead to long-lasting behavioural development over time and repetition and action oriented self-learning are the best ways to practice.

But how can you practice when your work is constantly evolving? Lessons learned in the crisis management domain show that the key is to develop an ability to quickly adapt a range of skills and apply those to new challenges.

Unlike other kinds of post-training aids and case studies, Impact Challenges allow you to exercise the unexpected. By responding to realistic and plausible challenges, people become more resilient to change and develop a core competency for adaptation, better prepared for tomorrow's unexpected challenges.

## Impact Training Systems

Impact Challenges are offered as a subscription service, delivered to your computer, phone or tablet and may be supplemented with traditional, facilitated discussion exercises and drills.

You register for the service and nominate the roles which you play in your organisation. Based on your profile and the level of challenge which you would like, Extreme Impacts will periodically deliver you a challenge in the form of a hypothetical scenario which you are required to respond to. Your response may include selections from multiple choice lists, short answers or narrative replies of a few paragraphs.

Challenges can be authored by members of your own organisation, nominated training providers and subject matter experts. In addition, Extreme Impacts has a growing catalogue of challenging scenarios for roles ranging from Board of Director, to CxO, general management, operations and support staff. Scenarios are drawn from the experience of practitioners and incorporate topical news and events that are relevant to your role and industry. Custom libraries of scenarios can also be developed to suit your specific needs.

Challenges take the form of either Alerts or Tests which can collect performance information in terms of the time taken to respond to a challenge and the quality of the response as judged by a nominated assessor or peer group.

## Communities of Practice and Knowledge Sharing

Challenges can be issued to individuals, organisational groups and teams and also across wider communities of practice.

Mentors and subject matter experts can be assigned to assess challenge responses and assist participants with context specific advice and knowledge transfer.

By allowing a broader audience to participate in challenges, you can learn from the comments made by your peers and be rewarded for contributions of feedback and high quality responses which become 'best practice' references for others to follow.

A merit system based on the ratings awarded to your contributions and endorsements enables you to raise your profile as a respected contributor and subject matter expert.

## Professional Development and Certification

For a more comprehensive solution, Extreme Impacts can extend your subscription to include comprehensive support for the management of your professional development including the registration of experience assignments, certification training and qualifications.

## Make an Impact

At Extreme Impacts we can help you to gain experience by applying your skills to unexpected events in order to better meet the challenges of a changing world with agility and effectiveness.

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