

REALITY VS THE MYTH – CHANGING NARRATIVE INTO ACTION

Janet Hewson – TAFE NSW WORKFORCE DEVELOPMENT

Changing narrative into action

"narrative from concrete experience can provide us with the basis for action through making meaning of this experience" (2nd Road, 2006)



- Leverage for future actions on learning by taking the time to work through experience rather than acting without learning and repeating mistakes or maintaining out of date practices (Garvin, 1993)

Multitudes of RPL and other projects across the VET sector



Space – conversations – reflection

Stories from Project Leaders an essential element and the catalyst to stimulate dialogue

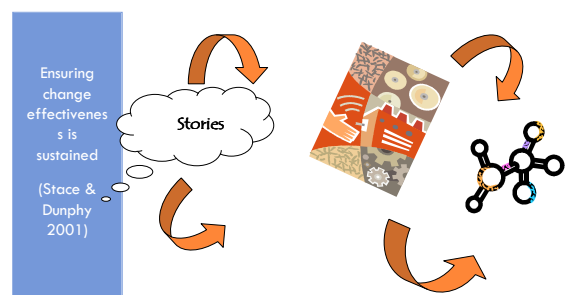
"attention to the level and depth of change intervention and particularly behavioural aspects of change can support a sustained rather than temporary approach"
(Harrison, 1965)

"organisation's collective wisdom depends on conversations taking place in the 'market place' of ideas and interpretations"
(Carr, 2008)

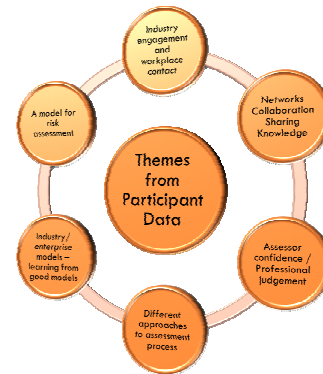
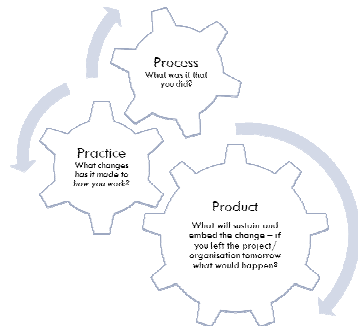
Significant conversations ©

- Generate data by highlighting the significance to individuals from each layer of activity throughout the forum
- Different levels of interpretation and new perspectives across diverse range of participants
- Process facilitation role rather than content expert – open and response to data that emerged from participants (Reason, 2006)

Collective wisdom



Focus on 3 aspects of significance



Change is happening

- Willingness to explore and generate new ideas – pockets of R&D
- Distinct emphasis on the work role and industry liaison – natural fit
- “business case” for a more embedded form of RPL is acknowledged – better integration
- Reframing the established value proposition to that of the customer and product innovation by taking an established product to the next level (Moore, 2004)
- Systemic view – major partnerships being developed – RTO's, major construction companies, industry associations and unions – benefit to all stakeholders

Change is happening

- Assessor confidence still prominent – networks supporting socialisation of tacit knowledge and its externalisation for transfer and organisational learning (Nonaka & Takeuchi, 1995)
- “Convince” – “sell, sell, sell” upwards, downwards and across all channels – user friendliness and service driven
- Community focus – removing barriers

Importance of learning through participation and engagement cannot be underestimated

“the embedded capability of creating and sharing new knowledge whilst not reflected on the balance sheet may ultimately be the organisation's most valuation asset” (Turner & Crawford, 1998)

PARTICIPATION