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# Building A Learning Culture in the Team



Singapore General Hospital  
SingHealth



*Heng Wee May, Yuen Bi Huan, Ang Yi Lin, Grace Kwek, Tan Su Xian, Lydia Lim, Gary Ong  
Singapore General Hospital Pte Ltd, Division of Medicine*

## Aim (s)

With constant evolution of the healthcare landscape in Singapore, it is imperative for healthcare workers to acquire new knowledge and adopt novel technologies and systems. The complex healthcare system requires staff to understand work processes across different domains in order to function and contribute effectively.

Our team aims to build a learning culture among members, encouraging and supporting members to develop knowledge and competencies through continuous learning in a conducive environment.

## Methodology

- 6a. Showcases staff's knowledge & experiences, while allowing other team members to benefit from mutual learning.
- 6b. Topics would include:
- Requests from team members on a specific domain or process.
  - Relevant work processes.
  - Any topics or encounters that one finds relevant or interesting to share.

- 5a. Slides are usually used to serve as visual aids.
- 5b. Slides, approved papers, templates and work files are placed in an accessible shared drive for easy retrieval



- 1a. Encourage self-directed learning.  
1b. Empowered to submit ad-hoc request for relevant workshops to develop our skill sets.

- 2a. Updates on projects, challenges, learning points and changes within the organisation.  
2b. Important platform to exchange information and share new knowledge.

- 3a. Boosts staff morale, increases work engagement and fosters better working relationships.  
3b. Positive reinforcement to drive good work behaviours.

- 4a. Ensures timely communication & feedback.  
4b. Able to understand which areas were done right or how could we improve on our work.

## Results

### Monthly Sharing Session

1. Better understanding on who to approach or direct questions to when faced with challenges in a particular aspect.
2. Promotes team bonding through mutual learning and sharing of knowledge.
3. Allows staff to recap on knowledge and experiences to reinforce learning.
4. Hones content planning and presentation skills.
5. Broadens knowledge without undergoing extensive OJT or courses.
6. Enables newer members to gain early exposure and learn about complex projects and processes which they will manage in the future

### Bi-Weekly Team Meeting

1. Raises awareness of changes within organisation
2. Deeper understanding of projects led by other team members and adds breadth to knowledge

### Encouragement from Managers

1. Motivated to take ownership of our learning to expand our work knowledge.
2. Reinforces learning and development at individual and team levels to achieve desired outcomes.

## Conclusion

The drive to instil a learning culture is most effective when staff or team takes the lead in developing their knowledge and competency. Managers need to create a supportive environment in which information and knowledge are freely shared among the team and inject topics of relevance into the programme to enhance team and individual learning. This ecosystem will inculcate a growth mindset based on an improved culture of knowledge inquiry and sharing. Impromptu learning often occurs among the team members, encouraged by this learning culture.

In the long run, the learning culture strengthens the team's ability to perform in assignments and projects. This in turn drives the team to plan proactively, initiate solutions and anticipate potential problems in order to improve the quality of projects and assignments.