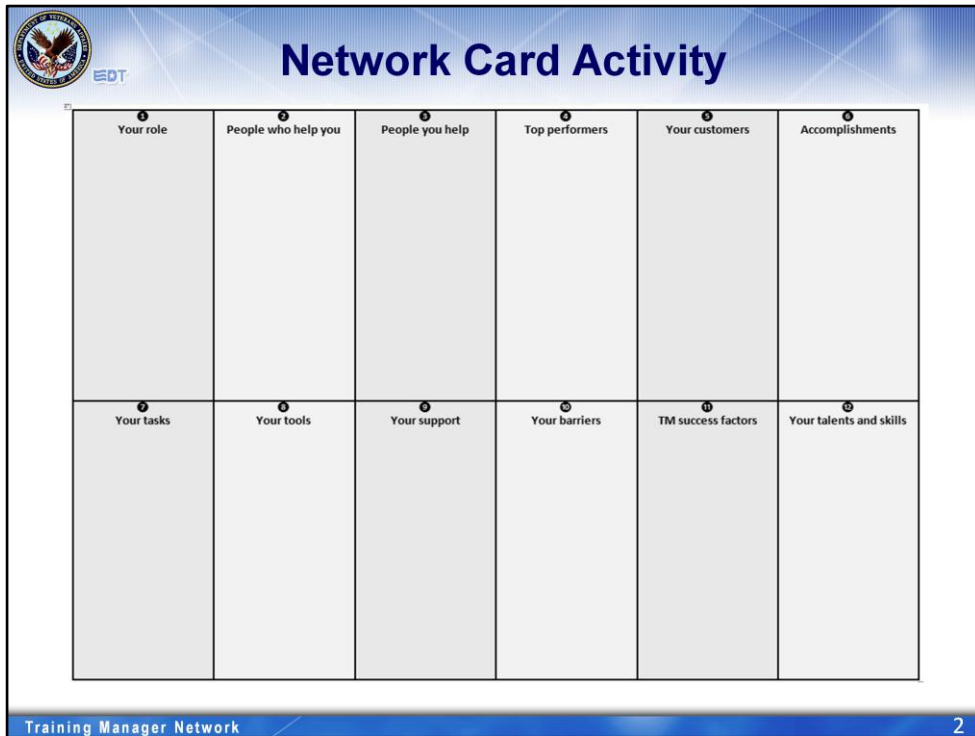Training Manager Network:
Who Knows What?

Ariadna Crawford
July 28, 2015

During the first half of this presentation we will cover:

- **The purpose and use of the Network Card**
- **Network discovery and development**
- **Leveraging networks to support performance**

The second half of the presentation is dedicated to Network Card completion.

Each of you received a network card in your welcome package. The information you will gather throughout the week will help you update section 1, 7, 8 and 9 of your network card, specifically. The remaining sections are also required, but are populated using your individual data. Additional forms are available if you need additional space. At the end of the presentation we will make a copy of your card and return the original to you. The copy will be returned to you at the end of the week's activities so you can compare it with your final version.

To achieve the best results, collaboration is required. We want you to discuss the data you are entering with your colleagues. The goal of the activity is to learn more about the TM network and how you can use it to improve your performance. Completing the Network card activity will cause you to reflect on your work and workplace, which should help you identify best practices and areas that need improvement.

What Are We Looking For?

- We want to assess the quality of the relationships between our team and our stakeholders.

- We want the appropriate level of high-quality stakeholder connections which allow for improved customer service and the cross-pollination of ideas and opportunities.

What Can I Do With This Information?

- Recognize and improve communication relationships
- Discover gaps and areas of strength between and among TMs and internal/external stakeholders
- Form problem solving relationships
- Clarify the informal TM network structure
- Improve performance

Training Manager Network — 4

1. Understanding communication relationships will aid in learning who in the network is most influential and how TMs communicate within and outside of the RO.

2. Understanding how TMs communicate illustrates gaps and areas of strength between and among various groups and external stakeholders.

3. Understanding problem solving relationships clarifies who in the network actively works to solve problems and illustrates who they work with in pursuit of this resolution.

4. This information will also further clarify the informal TM network structure and identify which external stakeholders are involved with problem resolution.

Network Card Activity Purpose

The Network Card Activity helped:

- Discover your network
- Leverage your network
- Uncover hidden resources

5

Questions?