

THE TRUSTED LEARNING ADVISOR

BOOK CLUB DISCUSSION QUESTIONS:

A Complete Guide



A great way to practice the principles of *The Trusted Learning Advisor* is by starting a book club. We've put together this list of **The Trusted Learning Advisor Book Club** questions to get you started with the discussions for each chapter.

After your club members have read the chapter, use the critical thinking questions below to help guide the discussion.

Tip: Consider inviting the author to your book club meeting to hear or discuss your thoughts.

THANK YOU



Dear Reader,

Thank you for embarking on this journey and transformation with "The Trusted Learning Advisor" and engaging in this book club experience. Your participation and insights will be invaluable in bringing the concepts of the book to life.

Spread the Word:

We encourage you to extend this enriching experience to others. If you find value in these discussions and insights, invite colleagues, friends, or fellow learning enthusiasts to start their own book club journey with "The Trusted Learning Advisor." Your recommendation can spark transformative discussions in other circles, contributing to the evolution of Learning & Development practices globally.

Stay Connected:

Your thoughts, experiences, and feedback are incredibly important. I invite you to reach out and share your reflections on the book and your book club experience. Your perspectives not only enrich my understanding but also contribute to the ongoing dialogue about the future of Learning & Development. Please feel free to contact me directly to share your thoughts.

Join the Online Community:

Let's keep the conversation going! Share your book club moments, insights, or key takeaways on social media. Use the hashtags **#TrustedLearningAdvisor** and **#TLABookClub** to connect with a wider community of readers and learning professionals. Your posts can inspire others and broaden our collective understanding of what it means to be a Trusted Learning Advisor.

Your Voice Matters:

Lastly, if you haven't already, consider leaving a review on Amazon when you are finished. Your feedback not only supports the book but also helps others discover the potential impact of "The Trusted Learning Advisor" on their professional journey.

Once again, thank you for your commitment to learning and for being an integral part of this book club. Here's to continuing our journey together in shaping the future of work and the role of L&D in it! The future of learning belongs to L&D!

Warm regards,

Dr. Keith Keating

Author of "The Trusted Learning Advisor"

Introduction

- Share your initial expectations about the book and why you chose it.
- Share a brief description of what you think a 'Trusted Learning Advisor' is, prior to reading the book.
- Discuss why the concept of a Trusted Learning Advisor is relevant in today's professional landscape.
- Share your personal experiences that might relate to the theme of the book.



CHAPTER 1:

From Order Taker to Trusted Learning Advisor

- What is the difference between an order taker and a Trusted Learning Advisor?
- Share a brief account of an experience when you felt you were an order taker and how it impacted your performance.
- Discuss Julia's situation and how it might relate to your own experiences in the professional world.
- Reflect on the 'Value Proposition' of becoming a Trusted Learning Advisor. What other value propositions would you consider including?
- After reviewing the case study starting on Page 18, answer the following questions:
 - » Are there any parallels between the case study and your experiences?
 - » Are there any examples you can pull from the case study to apply within your own organization?

CHAPTER 2:

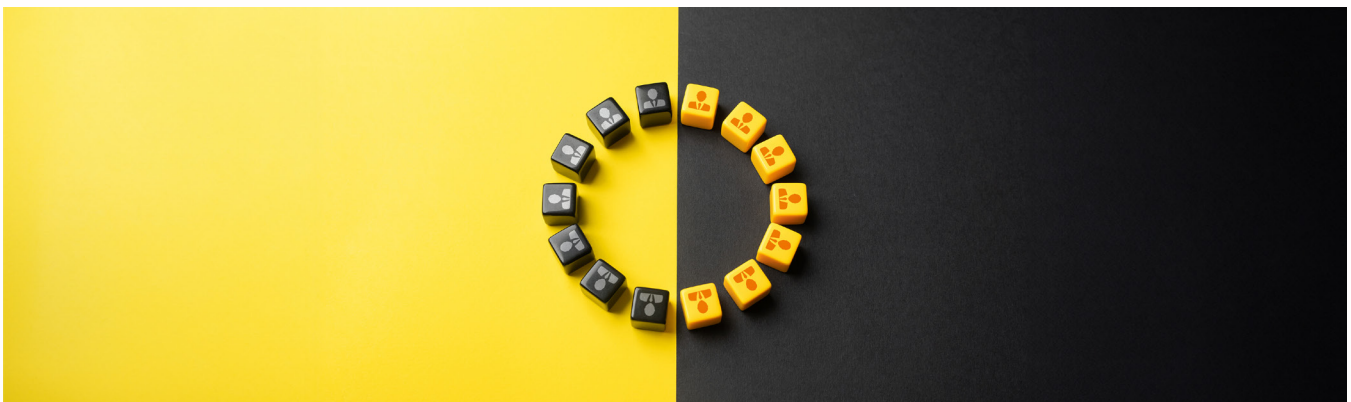
Understanding Order Takers: The Current State of Affairs

- Did learning about the history of order taking give you insight into some of the challenges the L&D industry faces today?
- What are some reasons you believe the L&D industry has struggled to evolve over the years?
- Think about the organizational culture and organizational construct in your current organization. Can you identify whether the culture or construct is supporting or inhibiting the role of L&D? Can you identify any other factors that may be contributing to your organization viewing L&D as order takers?
- Now that you understand more about order taking, take a few moments to identify factors that contributed to you initially adopting an order taker mindset. Are there any factors remaining that you need to overcome?

CHAPTER 3:

The Need to Evolve

- This chapter discussed 3 key factors driving the need to evolve to Trusted Learning Advisors: L&D self-preservation, The looming skills gap, and the talent engagement and retention crisis. Can you identify 2 additional factors that might drive the need for the L&D industry to evolve? Why do you think you need to evolve as an L&D practitioner? Or do you?



CHAPTER 4:

What Makes a Trusted Learning Advisor?

- Identify two Trusted Advisors in your life. What makes them Trusted Advisors? What can you learn from them that you can apply on your transformational journey to becoming a Trusted Learning Advisor?
- After reviewing the Personal Characteristics of Trusted Learning Advisors on Page 68, take a few minutes to review this list and identify which ones you currently embody and which ones you need to cultivate further. Check in with yourself and this list on a recurring basis.
- Ask yourself this:
 - » What do I do to surprise and delight my stakeholder?
 - » How do I add unexpected value that becomes the remarkable thing that makes my stakeholder stop and think, "I didn't expect that"?
- Think about your approach to innovation in your organization. Is it structured? Is it formalized? Do you have a systematic approach to linking innovation to solving stakeholder business problems? Consider how a program like the Innovation Lab could bring value to your stakeholders and help you in your evolutionary journey toward being a Trusted Learning Advisor.
- Which problem-solving methodologies are you familiar with and utilizing?



CHAPTER 5:

Putting the “Trust” in Trusted Learning Advisor

- Ask yourself this:
 - » Why would others trust me?
 - » What makes me credible?
- Reflect on the 'Five Pillars of Trust'. Review the questions at the beginning of each of the Pillars of Trust and discuss.
- Share a personal experience when you had to earn someone's trust in a professional setting that was initially resistant. How did you overcome it? Or did you?
- Discuss actions or behaviors that helped build trust or caused mistrust in your past experiences.
- Discuss signs of mistrust in the workplace and how they can be addressed. Identify an example of a situation where mistrust existed and how you addressed it.



CHAPTER 6:

Building Relationships: Your Bedrock for Success

- Ask yourself this:
 - » What type of relationship do I have my stakeholders today?
 - » Is this the type of relationship that will lead both of us to success or are there areas of the relationship I need to improve?
- Discuss strategies you use to understand stakeholders' perspectives and build relationships.
- The language of our stakeholders might not be the same as your own. How do you learn their language?
- Discuss how you ask your stakeholder for feedback. What are two strategies that have worked well for you?
- Do you have any champions across the organization? If so, how did you identify those champions and nurture those relationships?
- Discuss how you establish credibility with your stakeholder.
- Reflect on the importance of understanding the stakeholders' business and how it affects relationship building. What are your key 3 strategies to understanding the business? Do you validate your understanding with your stakeholders?
- Share your experiences on building relationships across the organization and the challenges faced. How did you overcome them?





CHAPTER 7:

Crafting L&D Practitioner Skills

- Ask yourself this:
 - » What have I done recently to develop my L&D practitioner skills?
 - » How am I staying relevant and educated?
 - » When was the last time I assessed my L&D competencies?
- Review the skills listed on Page 152. How many of the skills would you consider yourself thoroughly competent in?
- When was the last time you challenged yourself to refresh an L&D skill or learn a new skill? What was it and why? Can you make a commitment to yourself to complete a stretch assignment at least every six months to keep your L&D skills fresh?
- Discuss the importance of theoretical competence versus practical experience.
- Reflect on the L&D Maturity Level Model and where you, your team, and your business partners fall on the scale. Next, put yourself in the shoes of your stakeholders. Where would they say you fall on the scale? If they aren't aligned, what can you do to have the views be closer aligned?

CHAPTER 8:

Taking the Order

- After reading multiple chapters seemingly advising against being order takers, what do you think about the concept of 'taking the order'? Do you agree? Disagree? Why?
- Do you have a 'seat at the table' in your organization? If so, how did you get there? What challenges exist once you are sitting at the table? If you are not at the table yet, how might you get there?
- Review the IDAD model. Do you agree with the model? What are you doing differently than the model suggests?
- Take a moment and reflect on your intake process. Ask yourself:
 - » What is my L&D intake process?
 - » When I receive an order from my stakeholder, what steps do I take?
 - » Are my steps the same steps my colleagues take, creating a consistent approach and experience for stakeholders?
 - » Am I sure?



CHAPTER 9:

Overcoming Resistance: Yours and Theirs

- Share a story when you faced resistance from stakeholders and how you handled it.
- Reflect on your career for a moment. Can you recall a time when you challenged your stakeholder too early in the relationship? What would you do differently this time with your newfound knowledge of being a Trusted Learning Advisor?
- Think back to orders you've received over the years. Do any of them register as "check-the-box activities"? Would it have been more helpful for you (and possibly time saving) if you knew upfront that they were check-the-box activities? What will you do next time you think the order is just checking a box?
- Discuss strategies for handling your own resistance to change or new ideas. How might your personal experience with resistance help you with resistance from your stakeholder?
- When is it appropriate to challenge a stakeholder and when is it better to comply?
- Reflect on how resistance can impact the relationship with stakeholders and ways to overcome it.
- Identify three ways to overcome the "no".

CHAPTER 10:

Best Practices of a Trusted Learning Advisor

- What are your top three favorite L&D practitioner tools in your toolkit? Why? Are there any you absolutely avoid? Why?
- What learning theories resonate the strongest with you? With your organization?
- Identify one practice from this chapter that you'll commit to working on in the next month.
- Share your thoughts on shaping your personal brand and how it can impact your role as a Trusted Learning Advisor.
- Is it important to stay connected with your learners? If so, why? And how do you stay connected?
- Create a personal action plan incorporating the best practices from this chapter.



Conclusion

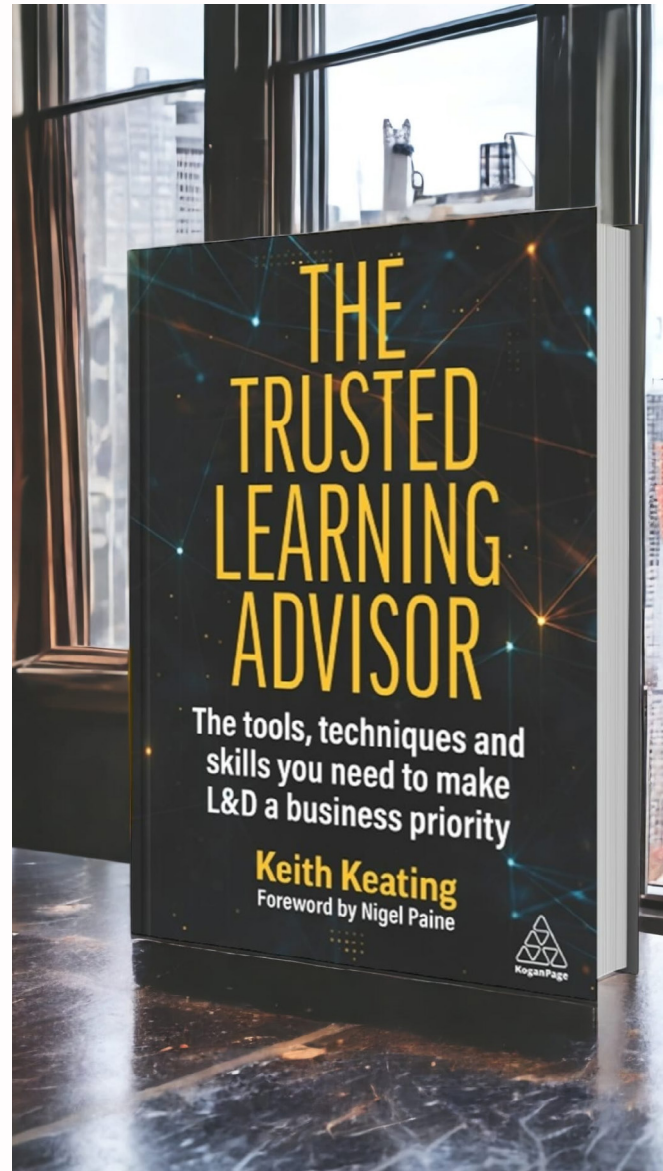
- Does your stakeholder want you to be an order taker or a Trusted Learning Advisor? How do you know?
- Reflect on your overall learning from the book and discuss how it has influenced your mindset and approach towards work.
- Create a roadmap for your journey to become a Trusted Learning Advisor.
- What value do YOU provide:
 - to the organization?
 - to your stakeholder?
 - to the business?
 - to the learners?

APPENDICES

- Apply the 'Design Thinking' process from Appendix I to a real-life professional challenge.
- Discuss how the appendices helped you understand the role of a Trusted Learning Advisor better. Will you leverage any of these tools? Why or why not?
- Share your views on the 'Partner Expectation & Commitment Charter' in Appendix VI.
- Check out the Skills Inventory Matrix in Appendix V. Put aside time today to complete your skills inventory.
- Celebrate your strengths, and then make a plan to close the gap on the skills that need further development.

FINAL ACTIVITY

- Share your feedback with the author – keith@keithkeating.com
- Here are some questions you could consider answering for the author:
 - » What aspect of the book resonated the most with your own professional experience and why?
 - » In which ways has this book challenged your pre-existing notions about Learning and Development (L&D) and the role of a Trusted Learning Advisor?
 - » After reading this book, what specific changes will you implement in your professional approach to become a Trusted Learning Advisor?
 - » Was there anything in the book you disagreed with or felt could be explored further? Please elaborate.
 - » How did the book's practical suggestions, such as the four-step order-taking process or building the Five Pillars of Trust, contribute to your understanding of becoming a Trusted Learning Advisor? Do you think these strategies will be effective in your own professional context? Why or why not?



This comprehensive guide should provide a great framework for your book club meetings, stimulating enriching discussions and shared learning experiences.

Thank you for reading and we hope this book will support you on your transformational journey to becoming a Trusted Learning Advisor!

BRING THE TRUSTED LEARNING ADVISOR MODEL TO YOUR ORGANIZATION

Transform Your Organization's Learning Strategy Elevate Your Learning Organization with Expert Guidance

The Trusted Learning Advisor Program, based on the award-winning book by Dr. Keith Keating, brought to you by Dr. Keith Keating and WeLearn is a structured approach to revolutionize the way your organization approaches learning and development.

This unique program blends insightful literature, engaging keynote sessions, and personalized coaching to create a transformative learning experience for your team.

HOW IT WORKS:

Step 1: The Onboarding Call (1 - 1.5 hours)

- **Personalized Approach:** An initial consultation with your learning leader to understand the nuances of your organization's current learning strategies and identify areas for enhancement.
- **Pre-Boarding Questionnaire:** A tailored tool to gather essential insights, ensuring a focused and effective discussion.

Step 2: The Keynote Session (45 minutes to 1 hour) (In Person, Asynchronous, and Recorded)

- **Engaging and Relevant:** A dynamic keynote from Dr. Keith Keating, tailored to resonate with your team's specific needs and organizational context.
- **Interactive Q&A:** An opportunity to delve deeper with Dr. Keating, addressing your team's unique queries and challenges.
- **Complimentary Books:** Receive an Amazon gift card to order copies of Dr. Keating's book for all attendees, enriching the learning experience.

Step 3: The Missions

- You and your team will choose and execute one of the strategies from the Trusted Learning Advisor in your organization. We can even help you to design one unique to your organization.



OPTIONAL/ ADD-ON SERVICES:

- **Coaching for Learning Leaders:** Personalized guidance to assist learning leaders in transforming their teams, aligning with cutting-edge strategies and principles.
- **30, 60, 90-Day Check-Ins:** Regular follow-ups to assess the application of the book's principles and ensure sustained progress and impact.

WHY CHOOSE THE TRUSTED LEARNING ADVISOR PROGRAM?

- **Expert Guidance:** Based on the award-winning book by Dr. Keith Keating, a seasoned professional in learning and development and focused on learning development professionals.
- **Customized Content:** Tailored to address the specific challenges and goals of your organization.
- **Practical and Theoretical Blend:** Combines the insights from Dr. Keating's book with real-world application.
- **Sustained Support:** Ongoing check-ins to ensure lasting change and improvement in your team's learning strategies.

TRANSFORM YOUR LEARNING STRATEGY TODAY!

Embark on a journey of growth and innovation with the Trusted Learning Advisor Program. Contact us to schedule your onboarding call and take the first step towards a revolutionary learning experience for your team.



Contact Information:

For more information reach out to WeLearn at hello@welearnls.com

Empower your team. Inspire change. Achieve excellence with Dr. Keith Keating & WeLearn.