



Tuesday, September 07, 2004

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## St. Charles Site Visit Notes: March 12-13, 2002

During our visit to the Center for Professional Learning in St. Charles, our presentations and discussions included the following topics:

- ❑ Accenture's approach and philosophy to education
- ❑ Communications
- ❑ Leadership development
- ❑ Curriculum planning

From these conversations, our debriefing sessions produced the following list of ideas to consider, research, or implement:

### Discussion Topics

- Receiver-driven communications, not sender-driven
- Know your audience
- Leaders teaching leaders
- Establish credibility with customer
- What are the core leadership skills / competencies for FSA?
- How do we address diverse skill development needs within one curriculum or training program?
- What resources are available to FSAU to help achieve some of these things?
- Stakeholder involvement
- Audience analysis / stakeholder
- Training request form
- Performance support (ongoing)
- Needs assessment
- Reactivate IDP
- Needs assessment
- Systems training – WBT
- Costs of performance simulation (customized)
- Process of curriculum planning
  - Deadline for training requests
  - Clear process / organized
  - Annual planning / strategy

### Next Steps

- Review "learning to performance" presentation
- Review myLearning for relevance to FSA
- Learn more about Realize
- Indeliq pilot?
- Practical applications of tools
- Define outcomes
- Identify individuals to follow-up / learn more



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In terms of our own process during the 2-day gathering, we identified the following strengths (+) and areas for development (-):

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Good info	Debrief after each session (instead of once/day)
Good facility	Apply ideas to FSAU
Free caffeine	Level of information from/by presenters (lots)
Knowledgeable presenters	Plain English (US)
Idea of establishing a learning culture	Too much information
Fluidity of agenda	What were the desired outcomes?
Flexibility	
Excellent support	
Offer to answer follow-up questions	