

Building a Learning Organization



MIT Sloan School of Management

What is a Learning Organization?



A learning organization is an organization skilled at:

- ✦ creating, acquiring, interpreting, transferring, and retaining knowledge, and
- ✦ purposefully modifying its behavior to reflect new knowledge and insights.

The Learning Process



All learning processes, for individuals as well as organizations, involve three stages:

- ✦ acquiring information
- ✦ interpreting information
- ✦ applying information

Acquiring Information



Three forms:

- Search
- Inquiry
- Observation

Successful information gathering requires:

- Collecting data from diverse sources
- Cross-checking findings to ensure validity
- Probing for interpretations and implications

Information Sources

