00:00:05:12 - 00:00:06:21

Learning and development

00:00:06:21 - 00:00:09:13

for me isn't just about a course.

00:00:09:13 - 00:00:11:03

It's not just about going on training.

00:00:11:03 - 00:00:13:15

It's not just about looking at e-learning.

00:00:13:15 - 00:00:16:01

We need to make sure that we're thinking

about learning and development

00:00:16:01 - 00:00:20:22

in the widest possible sphere and

making it part of our day-to-day work.

00:00:20:22 - 00:00:23:12

If people are given opportunities to learn

00:00:23:12 - 00:00:27:02

and develop at work, it enables them

to feel better about the job they're doing.

00:00:27:02 - 00:00:30:04

It supports their motivation

at work.

00:00:30:04 - 00:00:33:17

It can support them to feel

like a valued member of the team.

00:00:33:17 - 00:00:37:04

I think it also supports our colleagues

to think about where they might want

00:00:37:04 - 00:00:42:18

to progress on to future job opportunities

and for our public services in Wales,

00:00:42:18 - 00:00:46:06

we need people to grow

and progress and to develop.

00:00:46:06 - 00:00:49:20

So it's important for us as

an organisation, it's important

00:00:49:20 - 00:00:51:02

for people that use our services,

00:00:51:02 - 00:00:54:19

but it's also important

for public services across Wales.

00:00:54:19 - 00:00:56:00

I think there's loads of ways

00:00:56:00 - 00:01:00:04

that we can support learning and

development in the workplace

00:01:00:04 - 00:01:04:01

and some of that is about

creating the environment

00:01:04:01 - 00:01:07:11

in how we work and how

we expect colleagues to work

00:01:07:11 - 00:01:12:08

and learn as part of their everyday

work and job responsibilities.

00:01:12:08 - 00:01:14:15

So if you want to develop

and if you want to learn,

00:01:14:15 - 00:01:17:04

you need to be able to listen

and hear from others.

00:01:17:04 - 00:01:21:05

A culture is about how things feel,

00:01:21:05 - 00:01:24:11

how things are day-to-day,

00:01:24:11 - 00:01:27:18

not just what's written

on a nice glossy brochure.

00:01:27:18 - 00:01:32:04

And people have to feel that

and they have to trust in that.

00:01:32:04 - 00:01:37:07

So I would always judge a culture by

what my teams, what my colleagues,

00:01:37:07 - 00:01:42:11

what individuals using our services experience

from working with Social Care Wales.

00:01:42:11 - 00:01:44:13

How does it feel for them?

00:01:44:13 - 00:01:46:19

How do they feel that we operate?

00:01:46:19 - 00:01:48:18

How can we improve what we do?

00:01:48:18 - 00:01:51:12

How can we keep learning

to improve our development?

00:01:51:12 - 00:01:55:12

And setting an environment

where we're open to hear that feedback.

00:01:55:12 - 00:01:58:05

By having a positive culture,

by supporting people's

00:01:58:05 - 00:02:01:19

learning and development,

creating a positive workplace

00:02:01:19 - 00:02:06:19

that goes some way to creating better

well-being at work and in turn

00:02:06:19 - 00:02:10:17

I think will support better well-being

for the individuals that we're providing

00:02:10:17 - 00:02:11:22

care and support for.