



Practice with an Expert

The value of practice is well-known. Yet the type of practice you're doing is just as important as the act of practicing itself; as K. Anders Ericsson, internationally recognized researcher in the psychological nature of expertise and human performance, stated, "It's not just a matter of accumulating hours [of practice]. If you're doing your job, and you're just doing more and more of the same, you're not actually going to get better."¹ In other words, in order to become better at your job, you need to break out of "doing more and more of the same" and work to develop, practice, and apply certain new skills.

To allow leaders and employees to accomplish just this, BTS has developed Practice with an Expert, a virtual platform for learning new skills, practicing those skills with experts on the subject, and receiving immediate, direct one-on-one feedback and coaching. Through its virtual, easily-scalable design, Practice with an Expert allows participants to build new skills and receive professional, individual coaching at a fraction of the cost of standard coaching. Unlike typical on demand learning, Practice with an Expert includes real-time, real-life one-on-one practice and feedback with expert coaches, and can be fully customized to fit the organization's and audience's needs.

The Experience at a Glance

Designed in flexible 60-90 minute modules, each Practice with an Expert session starts with short "learning bursts" on a new skill. These learning bursts are made up of short, engaging videos, text, images, simulations and other learning materials that teach new skills in an easy-to-consume format. Next, users practice that new skill with a coach in a risk-free simulated environment, after which they reflect upon their performance and what they've learned. Finally, the experts give the participant direct, immediate feedback on how well they executed the skill they just learned, and coaching on how to best apply it in the future.

Every user receives a PDF of takeaway materials for reference back on the job, as well as a customized, skill-specific development plan written by their coach. Development plans are hosted within a development planning tool that is accessible by the participant, the coach, and the participant's manager, providing users with a number of ways they can continue to practice and apply their skills on the job. The sponsoring organization receives aggregate talent analytics collected across participants, identifying strengths and developmental gaps and helping prioritize future development investments.



Screenshot of a video-based learning burst

Application and Skills Learned

With its flexible and scalable design, Practice with an Expert can be deployed in variety of manners: As a program unto itself with one or multiple skill-building modules, or as part of a larger cohort-based learning journey, among others.

The skills learned through Practice with an Expert can vary greatly. Existing modules focus on skills such as delegation, giving feedback, and leading a high performing team, while new modules can be created to address a whole host of other essential leadership and sales skills.

Impact and Results

After every Practice with an Expert session, participants leave with:

- Concrete, practical skills they can use immediately
- Greater self-awareness of their strengths and development areas
- Tools and resources to help them excel in their career
- Plans for continued development.

To date, BTS has run Practice with an Expert sessions for thousands of participants. Results have been extremely positive across programs, such as at one fast-growing software solutions company where 99% of new leaders reported their Practice with an Expert journey helped them develop effective leadership skills, and 100% said their ability to coach and give feedback, lead a high performing team, and achieve results through others has improved. Participant feedback includes:



Screenshot of a Moments-based Simulation and development plan

“ [This program] has changed the way I see team management and the way I’m approaching certain processes related to the management of my team.”

“ Thanks again for the program... really helpful to give a systemic learning journey for participants to change their mindsets and build the confidence [needed] to be a people manager.”

“ Excellent food for thought. It gives me tools to use each time I run into a situation.”

1 - <http://knowledge.wharton.upenn.edu/article/anders-ericsson-book-interview-peak-secrets-from/>