

Baldrige Glossary **HD**: [Learning](#)

Learning

The term “*learning*” refers to new [knowledge](#) or skills acquired through evaluation, study, experience, and [innovation](#). The [Baldrige Criteria](#) include two distinct kinds of [learning](#): organizational and personal. [Organizational learning](#) is achieved through research and development, evaluation and improvement cycles, [workforce](#) and [stakeholder](#) ideas and input, best practice sharing, and [benchmarking](#). [Personal learning](#) is achieved through education, training, and developmental opportunities that further individual growth.

To be [effective](#), [learning](#) should be embedded in the way an organization operates. [Learning](#) contributes to a competitive advantage and [sustainability](#) for the organization and its [workforce](#). For further description of [organizational and personal learning](#), see the related [Core Value and Concept](#).

[Learning](#) is one of the dimensions considered in [evaluating Process Items](#). For further description, see the [Scoring System](#).

Note: [Blue](#) words above are hyperlinks to other [GLOSSARY HD](#) terms and their definitions.

I am pleased to offer the [GLOSSARY HD](#) as a no charge service to Baldrige Criteria users worldwide - [Paul Steel](#)

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