Getting Recent Graduates to the Point Where They Know What They Don’t Know

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ABSTRACT

As new graduates enter the workplace, they have been educated with the latest theory. However, once entering the workplace, it is rare for activities to simply go according to plan. New graduates often overthink the issue and fail to understand why their plan did not work. In other words, they don’t know what they don’t know. A key skill is learning the Deming cycle, PDCA (Plan/Do/Check/Act). Drawing from the academic literature focusing on knowledge management and training, the authors devise a model and recommendations to help management quickly acclimate new employees to the company, build their skill set, and make them valuable contributors to the firm.

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