

Karen Moloney: Hi and welcome to another episode of Learning Uncut. I'm Karen Moloney.

Michelle Ockers: And I'm Michelle Ockers.

Amanda Ashby: And I'm Amanda Ashby.

Karen Moloney: Yes, you heard that right, we are all online today. It's been a year since we launched our first episode, and we thought we'd come together and talk a bit about the highs, the lows, how we did it all, the journey, what we've enjoyed, what's been a challenge, in the hope that you can get some lessons out of this to help on your own podcast journey.

Karen Moloney: I think maybe we should just start with our story for those of you who have probably joined us part way through this podcast journey... it was a bit random how we all got together. So, I had started recording some podcast episodes several years ago. I thought it'd be great to showcase some of the work being done by the L&D professionals down under and just sharing some really good stories and tips for people. Recorded some great episodes and didn't really do anything with them because I was busy with project work so that all kind of got canned!

Karen Moloney: A couple of years ago I was thinking about getting started again, went to a meetup, having a wine with the lovely Amanda Ashby, and we got into the topic of podcasts and Amanda said-

Amanda Ashby: I'd love to edit a podcast Karen. Let's start this podcast business.

Karen Moloney: So I was, "Oh my gosh, that would be so amazing." I think that's kind of where I got stuck. I had these episodes, they needed editing, I didn't really know how to do it, didn't have the time to do it... There's Amanda all keen and ready to rock 'n' roll. So we started having a bit of a chat about how we'd go about this podcast thing and then I was sat next to Michelle at an industry dinner and Michelle said-

Michelle Ockers: I've been thinking about a podcast. I've been resisting the allure of starting a podcast for two years because I'm worried about the amount of work. It would be really cool if I could find someone to do a podcast with.

Karen Moloney: We then had a bit more of a chat, the three of us, around what we were looking to get out of it for our own professional development I think and what we wanted to be able to bring to the L&D community down under. And we decided it was something that we wanted to get involved with so we set up an Asana project because we're all working in different locations. Michelle was traveling around at the time that we started this podcast, and while Amanda and I work in Sydney, Amanda jet sets all over the world with the job she's doing at the moment. So we started basically working out what we needed to do with the podcast.

- Karen Moloney: Maybe Michelle, you can tell us a bit about getting started for you. So what... from your perspective what was involved?
- Michelle Ockers: Sure. We're coming up to our one year anniversary of publishing, but we've actually been working on the project for about 18 months. I think we put six months worth of effort into it before we published just to get a good buffer of episodes up. We were very nervous at start about how far ahead we recorded and we had quite a pipeline going.
- Michelle Ockers: I think the 'why' is really important. I know Karen, you talked a minute ago about wanting to get stories out. You were always wanting to do something really practical and I think for me, part of the beauty... like the synergy between the two of us was I was really keen to look at the 'why' as a strategy. Like, "Why do people do the things they do? What makes an impact in the business or an organization?" The kind of stakeholder stuff and so on. I know you were very interested in the 'how to's'. It was kind of a nice complementarity there.
- Michelle Ockers: I'd been an avid podcast listener myself for my own professional development for a few years so I just loved the media and felt it was really flexible as a way of getting stories out there. The other thing that really struck me is that there's so much good work being done that never sees the light of day. So it was a really great opportunity to encourage people to get their stories out and I think also Karen I think encourage them to see the quality in what they are doing. Sometimes people just don't really appreciate... when we talk to them they haven't really appreciated how good some of the work they've done is. Have you found that?
- Karen Moloney: Absolutely. A lot of the time they're not big L&D teams within organizations. It can maybe be one person on their own or just a couple of people. When you sort of work in an environment like that, even if it's a large organization, you kind of don't really realize just how good what you're doing is compared to a lot of what else is out there.
- Karen Moloney: That was a big driver for me was just to be able to help people tell those stories in the hope that other people can learn from them. There's lots of what we "should" be doing in our industry. That's what a lot of content is based on and lots of theoretical methodologies and ways that we "should" be going about things but it's in the 'how-tos' and it's in those stories that we're able to help people tell – there's just so much value.
- Michelle Ockers: Yeah and just to have a more local voice as well. A lot of the content we get in learning and development is from the U.S. or the U.K. or other parts of the world. I think to contribute to our local community was a key driver for me as well.
- Karen Moloney: Amanda, your 'why's' were lots of... obviously same reasons as Michelle and I but you were technically driven as well.

Amanda Ashby: Yeah. I agree with you both on the, "It's so nice to hear people's stories." So often you might be having a chat to someone in the industry who tells you about something they did and it's brilliant but it might not be big enough to win an award or it can't win an award. Our life is full of day to day people doing brilliant things. I loved the idea of wanting to share that. I think I see so many negative comments or articles sometimes on LinkedIn about the profession and actually there's so much good that's happening and there are so many self-motivated driven people out there and I knew that.

Amanda Ashby: I love podcasts. I've been listening to them for years. I was always a little fascinated about how people who really were just having a chat in their lounge room managed to get a good sounding podcast up and onto the internet so that thousands of people listened to it. I've always loved digging in to find out how things happened and I've always wanted to get better at editing audio. It's just something that I've never done and I knew I wouldn't really have a chance to do it through work so I thought, "Great, what a fun little hobby to figure out how to do it."

Amanda Ashby: It's nice to learn how to do a new skill as an L&D person to step back and think, "How will I learn this and what lessons can I take out?" and apply on how I'm helping other people develop themselves. I've really enjoyed the aspect of learning a new skill, researching and mainly listening to the out cuts of the edits of the podcasts.

Karen Moloney: What outcuts and edits?!

Michelle Ockers: Can I go on record Amanda saying you are my angel. I love working with Karen, absolutely adore it, but if it wasn't for you wanting to do the editing I would never have done this. Having edited one episode so that we had a backup plan... my hat goes off to you. It is a detailed process, right? It's fine tuning everything-

Amanda Ashby: I think I had underestimated until I started doing it. I guess, it's wonderful - very little editing is often needed but it's little tweaks and bits... it's the joy of podcasting or recording. Sometimes you want to say something again and better, and I actually really like it because they sink into my head so much which is why you both will sometimes get some random comments probably a while after you recorded when I'm like, "Oh no, I really loved that one." Or I will send a link to someone when it comes out going, "I've been thinking about you. I wrote notes that you would really like this one." For me it's great. I feel like I get the most out of every episode listening to it a couple of times and hearing everyone's stories.

Karen Moloney: Great. In terms of what's involved we might just talk quickly through our workflow. First of all Michelle and I, and Amanda, we go and hunt out guests. We're the ones stalking everybody at networking events and listening intently to different conversations so we can eek out some really good stories to share.

Karen Moloney: Then we usually run a preparation session with our guests to work through the angle for their story and any key points that we need to work through with them and dive into a bit more detail. Lots of our guests have actually told us that they quite enjoy that process because it's a reflective learning piece for themselves to stop and think back over their projects. That's a really interesting piece of feedback is that they're actually finding that the podcasts are good for their own professional development.

Karen Moloney: So Michelle and I will do those individually with our guests. One of us will be the lead presenter for each episode. We will record our prep sessions and then share that with the other person and then Michelle and I do our own prep around what questions we're going to ask. We share that information with our guests. Mostly around just the topics - we like to keep our podcasts conversational, so we tend to send through bullet points around the rough areas that we're going to be talking about. Michelle will focus on that strategic piece. So, setting the scene, background, what we're trying to achieve, where are the challenges etcetera and then I tend to take that and dig into the 'how to's'.

Karen Moloney: Once we've done all of our prep session we will do the recording. Michelle do you want to talk a bit more about recording because I'm actually looking at you now on the video in your-

Michelle Ockers: My recording booth?! I know we're going to talk about all the places we've recorded podcasts and all the funny places our guests have ended up in but for the first seven or eight months that we ran the podcast I was actually traveling. So I was staying somewhere different every podcast and I could never quite be sure of the noise levels. Quality of internet was always important, but I just invested in some sound proof baffles to try and keep down the outside noise and insulate myself.

Michelle Ockers: I think that Karen, to your point around the prep, it does take a bit of effort. I've been a guest on some podcasts, as I know you have, where the prep is really light. We try to keep it conversational but also making sure that we get to the key information, the really good stuff that I guess we want to share and that we think is going to be of value to people within half an hour, so hence the reason for the prep.

Michelle Ockers: We spend a little bit of time... we do record on Zoom. Initially we didn't use the video because we were concerned about bandwidth but what we found is without being able to see each other... everyone involved in the recording. It could be a little bit awkward. You don't have the body language cues. Now we just leave the video recording on. We don't use the video for anything. We just pull the audio out of it to provide to Amanda for editing. It just makes it a bit more conversational.

Michelle Ockers: we just spend a little bit of time at the start of the session with doing our sound checks, making sure everyone's got anything that might ping or make a noise or

interrupt us turned off, and getting guests comfortable. Karen, that's something we've learned along the way. Even people who are seasoned speakers from conferences and so on, sometimes they're a little bit nervous about the idea of making this recording that's going to be around forever. So we've learnt just to take some time to make sure they're comfortable, we make sure they know what to expect, we've got FAQs we send them about the podcast beforehand, just to streamline everything and set their expectations.

Michelle Ockers: We'll do the recording and then that gets sent off. We use Rev.com to make a transcript of the recording. We have a little chat to the guests at the end of the recording to agree if there's anything that maybe needs to be edited out. We try to keep the editing really light. We're always thinking of you Amanda!

Michelle Ockers: And then when we get the transcript back, whoever was the lead host for the episode will just go through that and highlight anything that needs to be edited out or anything that we want to put into a teaser episode. Maybe Amanda, you can pick up from that point. You can talk a little bit about the teasers as well.

Amanda Ashby: Yeah, I love the teasers. That was such a great idea to start doing that. Editing is always a really fun process. I print out... this is the only time I go really non digital. I find it really easy to print out the transcript. I also do a lot of editing on planes. It's the most efficient and effective place. It's just quiet so I just follow along, edit out... I was just thinking, I was doing it on a plane on the weekend, and I was just thinking how much I can see in the audio, who is speaking, how quickly now I can grab the parts out that we want to duplicate or edit out.

Amanda Ashby: I always do an episode first and I use Audacity for everything in recording. I use a tool called Wondershare Video Converter which changes our file types around to make sure we've got WAV to edit and MP3s to publish, and then we'll look through and grab out our teasers.

Amanda Ashby: Teasers are greatly designed to give you a taste of what the episode is about. So you can hear some of the story and then come to the full episode for all of the best hints and tips.

Michelle Ockers: And I take it we'll put a copy of the process and some information about tools in the show notes.

Karen Moloney: Yep, I just scribbled that down.

Michelle Ockers: We do make show notes and what we've found is most efficient is to do the show notes plus write a short social media post in anticipation of release date at the time that we do the edit because you've got your head right in the heart of the episode at the time. I'd find myself two days before release of something going back and looking at the transcript and writing something for a LinkedIn post, but it's much more efficient. I think process is something we've tightened along the way.

Karen Moloney: Definitely

Karen Moloney: We have built in a lot of efficiencies along the way into our processes because we're all doing other things. This is not a full time job, it's not a paid job. We're here for the love. We just have to make it as efficient as possible to make sure we're making best use of everybody's time.

Karen Moloney: Amanda, just back on the editing. Was there anything that has happened in your learning journey around that editing that's surprised you?

Amanda Ashby: Definitely at first it took me so much longer than I thought. Now I'm just more comfortable with chopping bits out and fixing audio. It was a real learning experience. At first we were like, "Oh, let's fade in and out some sections." I was like, "I guess I need to learn how to do that." So that was some big research and practice. Occasionally, because we record in weird and wonderful places at times, we want to make sure that the audio sounds as good as it can. So learning how to try and fix that in the recordings. Doing multi-channel recordings and putting it all in together in stereo. There's so many buttons in Audacity and part of me was like, "Oh, just press them and see what happens." That was not always a positive experience. It was a lot of just experiment of-

Karen Moloney: Back up, back up.

Amanda Ashby: ... yeah, exactly. Always a backup copy. It was a lot of experimenting and working out what is the best process. Ironically for me it's keeping my attention. One of the reasons I try to edit in certain places is I have to keep my attention span on one thing for 90 minutes, which never happens in the rest of my life. I find it really effective to just get through, do the teaser, and do all of the process parts. I'm amazed at how easily we can record and edit a podcast and put it all together. I think we've really gotten the process down but the tools are so freely available that people can use. That was probably a bit of a surprise to me as well. I envisioned, "Oh, we're going to have to invest in all of these different things", but actually you can do so much.

Karen Moloney: You can. We did some figures actually around our costs per episode. We worked out effort-wise it takes about 17 hours per episode all up. To plan, record, edit, publish, and market. We'll talk a bit more about some of those in a minute. It only costs about 65 Aussie dollars because the tools are free or low cost.

Michelle Ockers: A lot of that is the transcript as well, right?

Karen Moloney: Mostly it's the transcript. Even our hosting is only like 15 U.S. dollars a month. It's not very expensive. A lot of our marketing is all done sort of organically when we share posts, etcetera. It's very low cost, but it is a big effort in terms of time.

Karen Moloney: I think to do it well, like you say, the effort that we put in up front, in terms of that preparation, leads to a smoother experience for our guests. A more enjoyable experience for them. Plus we get episodes that don't really need that much editing, most of the time, for Amanda. So there isn't that lag on the other end.

Michelle Ockers: That 17 hours. It's not that one of us is carrying that-

Karen Moloney: No, and I think it's quite an even spread as well actually, the way that it works-

Michelle Ockers: And in terms of hardware, of course... I did buy a Blue Yeti microphone, which I was using for a while and enjoyed using. But I'm actually more often than not just using my ear buds now. Just a standard set of ear buds and the quality on that is quite adequate. You really don't need much special equipment to do this, do you?

Karen Moloney: No. Or a recording studio. We've had some really odd places that we've recorded podcasts. I think Michelle, you've alluded to the fact that you were traveling when we first started recording. So where are some of the oddest places you've recorded Learning Uncut?

Michelle Ockers: I generally just recorded them like in a living room at a table. The nicest place I recorded was in the Byron Bay Hinterland overlooking its beautiful valley. So long as I had decent internet... I think you and some of our guests have had more unusual situations. We had Hayley Steer in a stationery cupboard in the office, didn't we?

Karen Moloney: And we weren't sure she was going to be able to get out.

Karen Moloney: Hayley was in a cupboard. Megan Power was in her car. But that ended up being a surprisingly good place. I'm thinking that might be the go for episodes down the track. It's nice and sound proofed and as long as your mobile internet is good I suppose it works.

Michelle Ockers: I think we had one episode that, fortunately, the guest cancelled at short notice because you were having trouble with, I think, gardening noise. And I was in Cairns at the time and the next door neighbour had decided to turn their music up full boom, and I didn't know who they were and was a bit scared to ask them to turn it off.

Karen Moloney: I've had a few of those because I had started to record them from my home office because where I use a co-work space there had been some building work going on in the building. There was drilling and all kinds of things and I thought, "I'll just do it from home", because I live in a nice quiet street. The guy turned up to cut the grass outside and then a few weeks later they knocked down the house next door to me. They brought in the wrecking ball about an hour before

podcast time so I ended up shutting myself in the laundry and putting towels on the floor to stop the tile echoes.

Michelle Ockers: That audio environment, good internet, and everybody at least had an earbud, if not a headset, are the key things for getting that right, right?

Karen Moloney: Definitely.

Karen Moloney: So once Amanda's worked her magic on the episode editing, they then go into our queue for release, and she's done the teasers and things. What we'll normally do about a week before episode is due out, or in the week before it's due out, we will release that teaser on LinkedIn and Twitter, just to get people excited and ready, but just with a bit of an overview of some of the key points from those episodes. We tag the people that have been interviewed in the episode as well so they can share with their networks and let them know it's coming.

Karen Moloney: Then on the week of podcast release we'll put that out

Michelle Ockers: Those teasers, we actually publish them as a video, as something called an audio graph so that we can put them into LinkedIn posts. Right Karen?

Karen Moloney: Yes. We just use a little tool that just gives a little bit of a graphic for them to make it a bit more interesting. We do actually also publish the full episodes on our YouTube channel as well. We've got some full transcripts that go with those videos.

Karen Moloney: But that's something else to mention actually. Every episode does have a full pdf transcript along with it. In that editing process Michelle and I will go through the file that we get back from Rev and edit for Amanda so that she can actually pull out what she needs. Then the final version of that actually goes into a pdf that can be downloaded. That's quite good as a resource. I'm finding to be able to pull together text and highlight things for either the social posts, or to actually put together a blog post.

Michelle Ockers: I share those resources a lot with people as well. Amanda, you were saying you kind of let people know if there's something that you think they're going to find useful. I often see questions, or people post something on social media, they're looking for information on something, it's like, "Ah, I think they will like this episode."

Michelle Ockers: Sometimes the transcript is easier for people to work with than the actual listening to the full podcast.

Amanda Ashby: I think some of our guests have been so wonderful in sharing so many great resources as well. I wanted to find something that Anne Bartlett-Bragg had talked about in her episode so I was scanning the transcript earlier in the week



and it was such a great way to grab out a key point. Definitely the list of resources just gets better and better each week. I know that sometimes people don't always look in their podcast show notes but it's worth a check out.

Karen Moloney: You can also go to our Libsyn page where our podcast is hosted. We'll put a link in the show notes. You can go to that page and search, so if you're looking for something in particular, like say maybe you're looking for resources on Agile for example, because we've got a few episodes on that. We go to some effort to include keywords and the right sort of things in the show notes so that you'll get search results. We've got enough episodes in there now that it's actually become quite a good little resource portal and it will just continue to grow over time. If you're looking to see if there's something that might be able to help you in there, just do a search and see what comes up.

Karen Moloney: I actually had a friend of mine who was looking for some resources on capability frameworks because she has to implement one where she's working, and actually rang me up to say, "Oh my gosh, I was doing some searching online and found these resources that were coming up from this podcast and listened to it and found out it was you." There was two or three episodes that she then listened to and made contact with the people that were guests on those episodes, and was able to use their resources and really get some good background framework. It's really exciting to hear examples of where the podcast is actually being practical and useful in people's day-to-day.

Michelle Ockers: Absolutely.

Karen Moloney: Just looking back over the last year. Amanda, what have been some of the standouts or highlight moments for you?

Amanda Ashby: Okay. Well I, of course, love everyone's episode equally and I think they're all great. I probably have four that really stick out. Nic Barry, I think his onboarding experience one is really, really great on how they transformed it and a really good example of a small L&D team that worked with the business to make great change, and also the best explanation of NPS or Net Promoter Score I've ever heard someone explain it.

Amanda Ashby: Digital capabilities with Anne Bartlett-Bragg in episode ten. I know that was one that kind of stuck in my mind and I've been reflecting back over it over the past few months. Some of the models she talks about and the way she talks about participatory mindsets has been one of the better listening ones. It's probably the one I recommended to people the most.

Amanda Ashby: Then Nic White who is our most popular download and ironically it is her one on podcasts because I think that she did such a good case study for the industry on how you can make a beautiful podcast. A great resource and educate people. I think her story is wonderful but also the podcast that she did is spectacular.

Amanda Ashby: Then my final one is Megan Power I didn't know that Megan recorded that in her car and that you were in your laundry. I love it because she's so enthusiastic. I just love hearing people talk with passion about what they do. Also, it's nice to hear people talk about campaigns and I really loved how she talked about data in it as well. Increasing your projected sales by over 300% by doing a simple video series. The thought and the execution behind the campaign...

Amanda Ashby: I think those ones... those four have really stuck with me the most that I've gone away... but there's a whole bunch of others. So many of our guests talked with such enthusiasm about what they're doing and it's so nice to be surrounded by people who love the industry and love what they're doing and want to share their stories.

Karen Moloney: It's infectious, that kind of passion and energy that people have about their work.

Karen Moloney: Alex Lederer in her episode said something like, "If it's not keeping you awake at night then don't do it." I think that's true for many of the people that we've spoken to. They kind of live and breathe what they do and it really does come out in their work.

karen Moloney: Michelle, what have been your highlights?

Michelle Ockers: Speaking about people who can talk for hours, I want to send a big shout-out to Arun Pradhan and David Keegan for being the only male guests we've had that we were able to record in up to thirty minutes. They were very, very concise. Very to the point. I really appreciated that. Which is a bit of fun really.

Michelle Ockers: I really enjoyed the way Arun spoke about his process and he was really authentic to the project that he worked on with his Learn 2 Learn app. He lived and breathed what he was putting out in that app and the process. I thought that was a great case of showing your work and working out loud.

Michelle Ockers: I think Hayley and Danny from Specsavers and their CREATE program. I really appreciated the amount of listening that they did. The way they went out into the business. It was just a really great example of co-creating a solution and coming up with something which kind of just kept evolving and was really high impact across the business.

Michelle Ockers: A more recent episode, Kim Sherwin who talked about skills networks at ARUP. She was firstly incredibly articulate. I don't think there was any editing required on her episode whatsoever and it was a really fascinating look at an organization that's really made communities of practice integral to learning.

Michelle Ockers: Like Amanda, I have no favourite children, I love them all.

Karen Moloney: I think for me it's probably the scope of different types of projects and people that we've been able to talk to. We've got everybody from people like Emma Weber and Marie Daniels who were talking about learning bots. They're really kind of pushing the technical edge there in terms of using bots for learning. That was a fantastic episode.

Karen Moloney: Then also we have people like Denise Meyerson talking about improvisation in learning. I loved the simplicity of that project but yet it still had such incredible impact. It's something that because of the nature of what it is can continue to be energetic and creative and sparks motivation within teams.

Karen Moloney: There's a theme that's gone through all of our episodes is just do it. I've loved the fact that people have been brave enough to share their stories with us but also just in their advice to others, pretty much everybody has said in their takeaway tips, "Just try it. Get out there. Talk to people." "Get outside of L&D" is another tip that they have, but I think going outside of the industry has given people the inspiration and courage to try something new and different. While it may be new for L&D, there are things going on outside of our industry all the time that are having great results. Being able to get some perspective around different things you can try, some inspiration on different things you can try. But just do it, I think, is a really key message and one that's synonymous with the reason why we wanted to do this podcast. We want people to get out there and try new things, connect with the people, read the show notes, use the resources, and just give it a go. And when it works, come and share it with us.

Michelle Ockers: Absolutely. We are always open to people coming to talk to us with an idea for a podcast. As Nic Barry said to us recently when we got feedback, "The Learning Uncut crew will make you look really smart." Although I think our guests are really smart. I don't think it takes much effort for us to make them look smart. It's all in the preparation to help bring out the best in the stories, right?

Karen Moloney: Definitely. Michelle, what do you love most about podcasting?

Michelle Ockers: I think with the particular podcast we're working on, just that sense of being part of something bigger, of being part of the community, and the fact that it gives me an opportunity to go to anyone and say, "I would love to have a conversation about your work and what you're working on." Just see if there's a story there to share. The whole process of unearthing the good stories and having the conversations. It feels like a really positive thing to be doing as part of the learning profession down under.

Karen Moloney: Yep. Amanda?

Amanda Ashby: Similar to Michelle, but what I've actually really enjoyed is how effectively we work together virtually and the tools that you have taught me about, Karen. I'm amazed at how well and how structured you are in, "We're going to try this tool. We're going to do this." And how well things work. For me that has been a really

great way of getting to use new tools, getting to work with the three of us, and Tammy as well who helps us out, across different timezones, countries, it doesn't matter what's going on, everything stays on track, it's really easy to follow. It's been so effective. Between the tools we use and WhatsApp, everything has really been easy and it's such a good example of how you can work really effectively on projects virtually considering we've been in a room, I think, together once or twice in the past year. And never to record. Only to see each other at events.

Karen Moloney: Thank you for that. I have to say that's been one of the highlights for me is this team. I think we all complement each other really well and because of that we can bring so much value to what we're trying to do. I think being a part of something. Something that is making a difference. When you can go out somewhere and people say, "Oh my gosh, yes I listen to your podcast. It's great and this is my favourite episode." People are really getting something from it. So I think for me it's being that the podcast is doing what we wanted it to do, which is make a difference and push the L&D profession forward in our own small way. I'll pull my end point up to here in simply saying, "Please, please. If you are listening to this podcast and you are enjoying it and getting something from it, can you share it with your networks and write a review for us and rate it on iTunes so that we can get it out to more people, and hopefully give something to them.

Karen Moloney: I also really just love listening to the innovative approaches to learning projects. I've been in the industry over 25 years... It's been a long time and I've seen a lot of things happen and I'm just loving seeing different approaches that people are taking to learning and the amazing impact that it's having on the people that they work with. I find it really inspirational listening to those stories.

Karen Moloney: Thinking back over the last year because obviously we've all learned heaps, but what's been one of your biggest lessons learned, I'll start with you Amanda?

Amanda Ashby: I think making sure you have the time. Whilst it's not a lot of time it's not also insignificant. So, fitting that in. We all have busy jobs and lives and so making the most of that time and using it well has been the one for me. I always tend to think I can do things a little quicker. Now I am definitely in that right mind. For me, it's just time.

Karen Moloney: Michelle?

Michelle Ockers: I think over time I've just gotten more at ease with the whole process and realized that as you and I get more comfortable with the process Karen, we're in a much better position to be of service to our guests. To help prepare them and to put them at ease, and bring out their best of their story. It's also meant that collectively we're more comfortable with not recording months ahead because at one point we were having to say to guests, "Well, your episode will be published in four months."

Michelle Ockers: We've gotten comfortable with the process and gotten a lot slicker. It's just that sense of ease with the conversations and focus on the guests I'm really comfortable with.

Michelle Ockers: Something I'd like to do better moving forward... Karen, you alluded to the fact, or it may have been you Amanda, all the resources that we accumulated and the stuff we put in show notes which we take a fair amount of care about getting some good quality resources... I feel like I personally don't do anywhere near enough with all of that great content that's sitting there, and that's something maybe for the next year I'd like to do a lot better in terms of creating more value for everyone out of those resources.

Karen Moloney: I think definitely there's an opportunity for some good curation there and digging in to some of those really valuable lessons that people have shared with us, and tips. I can see a lot of that coming out.

Michelle Ockers: And you?

Karen Moloney: Yeah. Lessons learned. I think a bit of both of yours really. I think there's a lot more to this than I first imagined. We do take great care to make sure that we do have some good resources, that we are using the right keywords and tags so that people can find the work that we're creating.

Karen Moloney: I think lessons learned about time and also just where it would push me out of my comfort zone. something that it's really done for me is helped me be a better interviewer, I'd like to think. So it's like, "If I was listening to this, what would I want to know?"

Karen Moloney: I think probably that's where I would like to take my own professional development going forward is I've started researching great interviewers of our time. "What are the good techniques and how can I stop saying erm and stuttering?" My brain works a lot faster than my mouth does if you haven't worked out so far. So it's like, "How can I be more articulate? How can I be a better interviewer and make my guests more at ease to be able to tell their story more easily?"

Karen Moloney: Professional development-wise Michelle, where has this pushed you to... where would you like to take it?

Michelle Ockers: I just appreciate the way it's opened up new conversations and connections, and made me more aware of the incredible variety of work that people are doing. I do think it's gotten me more out of my bubble. The other thing it's gotten me doing, which may not sound very obvious at first, is doing more reading because of the number of guests who talk about their reading habit. I'm reading a lot more now than I was a year ago thanks to some of our guests.

Karen Moloney: Yeah. I'm the same actually.

Karen Moloney: Amanda, what about you?

Amanda Ashby: Mine has been the ideas I've taken from the podcasts. I was having a reflection back as we get to this one year one and I thought about all the ideas I have learnt about, I have thought more about, I have talked to guests afterwards, we've seen them at items, I've shared things out with people I work with and within my network, and it's just been all of the different ideas. I really would just never be exposed to so many different people's stories. The best PD out of this has really been the opportunity to hear the stories and think about, "How can I take one idea out of each and do something a little bit different?" That's 26 new ideas in the last year that I wouldn't have thought about or have got a different perspective, which has been incredible.

Karen Moloney: I just wanted to say a huge thank you to both of you for the last, 18 months really, the last year of live podcasts. It's been an absolute pleasure and lots of fun to work with you both. I really hope to continue doing that for the foreseeable future and bring Learning Uncut out to more and more people.

Karen Moloney: Like to say thank you to all of our listeners as well

Karen Moloney: Please do rate and share the podcast so that we can reach more people. If you do have a story to share we would love to hear from you. I'll put a link in the show notes to where you can send in a podcast submission form.

Karen Moloney: Until next episode I'd just like to say thank you very much to my co-hosts and our audience, and I look forward to another year of Learning Uncut.

Michelle Ockers: Thank you.

Amanda Ashby: Thank you.