FOCUS LEARNING

KNOWLEDGE TRANSFER AND RETENTION

Your best employee is retiring.
Will you lose her knowledge when she leaves?

Are you confident your training program will fully capture her expertise?

Knowledge Transfer and Retention

Safeguard your organization's critical knowledge and eliminate operational disruptions

Changes to workforce—turnover, illness, or retirement—introduce the risk of losing essential expertise. Our Knowledge Transfer and Retention Services teach you to apply knowledge management best practices, implement knowledge capture/transfer processes, and build a culture of learning so your organization's critical knowledge never falls through the cracks.

Knowledge Transfer and Retention Process

Knowledge Loss Risk Assessment

A thorough survey of your current knowledge management and transfer practices

Gap Analysis

A comparative analysis correlating best practices and unique organizational requirements

Recommendations and Business Case Report

A thorough report that outlines your knowledge loss risks, and provides recommendations, cost estimates and expected outcomes

Case Study

The Problem: A client recently moved from an outdated CRM to a modern application. The new system was buggy, causing operational problems and regulatory penalties.

The Project: During the Gap Analysis, we found their current training materials were misaligned with new business processes introduced along with the new CRM, resulting in bugs in the new technology. We also found their previous training was organizationally decentralized and poorly documented, resulting in a lack of buy-in and costly turnover.

The Results: We created the required process documentation and training by leveraging existing job documentation and applying a Systematic Approach to Training (SAT) methodology to:

- Fully capture processes specific to roles
- Design a training program and materials
- Develop on-the-job training guides
- Conduct knowledge-transfer training to build in-house training skills.

With the new, aligned and centralized training, our clients were able to eliminate system bugs, increase operational efficiency, and improve customer satisfaction.

Contact us today to start safeguarding your organization's critical knowledge.

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